



The Basic Principles of Sing Your Heart Out (SYHO) workshops

SYHO workshops are:

1. **Led** by professional voice coaches; facilitated and supported by volunteers. We are not a choir, there are no auditions or performances. All our teaching is by aural methods, words for songs are available, including large print. Sheet music is not used or available.

Light refreshments, including chocolate biscuits, are always provided during sessions.

2. Inclusive

- Everyone of 18 and over is welcome, no one needs to be referred
- We are primarily here to offer a therapeutic activity to people who have experienced, or are experiencing, mental health issues and people with mild learning difficulties or early stage dementia
- We also encourage attendance from anyone else from the wider community in order to facilitate integration and support their mental well being
- If anyone needs one to one or group support, we expect them to come with such support. The support may be professional or it could be from an informal carer. We expect such supporters to take responsibility for the person/persons in their care
- Support workers and carers are expected to join in with the singing
- Anyone with an official identity badge will be requested to remove it
- No charge is made, donations are welcome

3. Places where

We understand that people may not always be well, which may affect the way they behave. In this case they may be asked to leave. In most cases they will be able to return another day.

These are the standards of behaviour we ask from all those who come:

- That you are accepting of, and supportive of, other people here
- That your behaviour will be acceptable, that is that you do not do anything that may distress other vulnerable people here
- That you will not be under the influence of alcohol or non-prescribed drugs
- That your behaviour is not threatening to anyone

We will as a matter of course assist anyone who may need casual help due to disability or illness.

We will be welcoming, friendly and helpful to anyone who comes and lend a friendly ear to people but we are not a counselling service.

We will do our best to be totally accepting of everyone.

We also encourage anyone who comes along to behave like this with their peers.

4. Alcohol free and smoking (including Vaping) free

SYHO is an alcohol free environment. Alcohol is not served. Workshops can only take place on licensed premises if the bar is locked and no alcohol is available. We do not accept alcohol as a raffle or tombola prize.

Smoking, including vaping, is not permitted.

5. Rarely Cancelled

Workshops take place at the advertised time and place. They should only be cancelled if there is a weather warning saying people should not go out unless essential, or for Health and Safety reasons in a sudden emergency.

As many ways as possible should be used to give notice of such cancellations, such as the SYHO website, Facebook and Twitter and emailing those on our emailing list

If no voice coach arrives, the volunteers should at the very least provide a cup of tea/coffee and a friendly chat.

If the premises are locked or become unavailable, someone must be there to explain the situation and if possible redirect people to somewhere warm and comfortable.

*If there is anything you want us to know about, including any complaints, please do talk to a volunteer.
We take all feedback seriously and promise to act on anything you tell us*

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