

# Sing out Strong

Dear Singer,

Welcome to Sing out Strong!

Sing out Strong is the world's biggest mental health choir and we have new groups popping up all over the UK – and beyond! As a part of the SOS family, you will be invited to take part in some incredible performances, learn upbeat and inspiring music with your choir friends and do your bit to look after your wellbeing and spread the word about the importance of good mental health.

Here are a few things you should know:

## 1) The Members' Portal



**1 ANNOUNCEMENT/REMINDER**

**Welcome!**  
From Emma Rowland Tue, 29 Jun 2021  
Welcome to the SOS Members' Area!

**MEMBERS OPTIONS**

- FOR NEW MEMBERS
- EVENT CALENDAR
- MEMBER DATABASE
- MANAGEMENT TEAM
- SONG LIBRARY
- ENSEMBLES
- BULLETIN BOARD
- DOCUMENTS
- SUGGESTION BOX
- CLOTHING SIZES

**EVENTS**

20 Aug SOS Reunion/COVID Memorial Concert

All upcoming events | Event calendar

Print the Upcoming Events Summary Sheet  
For best results, print in **Landscape**

**£ MY FINANCIAL STATUS**

By now, you should have been sent your own unique login for our Members' Portal.

The Portal is the means by which we keep all of our members up to date. It's where we share news, SOS-owned sheet music and how we store your contact details. You should make a point of signing into the Portal and checking the announcements regularly.

A few housekeeping things for you to do:

1. Please take five minutes to log in to the Portal here: [www.members.singoutstrong.co.uk](http://www.members.singoutstrong.co.uk), using the details that were sent to you.

2. Change your password by hovering over your name in the top RH corner and clicking on “Change my Password”. Make sure it’s something memorable for you but hard to guess for others.
3. Update your personal information by hovering over your name in the top RH corner and clicking on “Update my Personal Details”. Make sure you hit SAVE!
4. Familiarise yourself with the layout of the Portal, including the homepage and where the announcements will appear.

## 2) Fees and Payments

All SOS choirs run 40 rehearsals per year, roughly in accordance with school term times.

Choir costs no more than £8 per rehearsal, depending on your location, and everyone gets a free trial session. We also offer free places in all our choirs for carers and Pay As You Sing (PAYS) places at our discretion.

SOS Ross on Wye (Border Belles)	£6 per session/£40 every billing block
SOS Spennymoor, Newton Aycliffe, Leominster, Leadenham, Cardiff and Barry	£7.20 per session/£48 every billing block
All other SOS choirs	£8.00 per session/£53.33 every billing block

How the invoicing/payment system works:

All our invoicing is done online, through the central SOS system.

Every other month, you will be sent an invoice electronically, to the email address you registered with us. You will need to click on the invoice to view it and then you have the option to pay via bank transfer, PayPal or credit card (through Stripe).

You can check your invoices in the Member Portal.

How we calculate choir fees:

As SOS has choirs all over the UK, our rehearsal dates may vary from area to area, and year to year. It can therefore get confusing if we regularly invoice you for different amounts.

Therefore, rather than charging you per week, you will be invoiced every other month. Over the year, this will balance out to be an even amount per rehearsal (40 rehearsals).

What if I want to leave choir?

If you want to leave choir then you can tell us at any point in the year and you will simply be removed from the system and not charged in the next payment block. We recommend that you tell us at the end of a block, so that you are not unnecessarily paying for sessions you aren’t using. If your circumstances have changed and you must leave immediately, or finances become a problem, then please let us know and we will do what we can to help.

### 3) COVID and Keeping you Safe

If your Sing out Strong choir is meeting in person, then this is because the government has deemed it safe to do so. If the UK heads back into lockdown at any time, then in-person rehearsals will immediately be halted. Here's what we're doing to keep you safe and how you can help.

- All our rehearsals take place in large, well-ventilated spaces. If weather permits, and where physically possible, this may be outdoors.
- Chairs will be put out for singers a minimum of 2m apart (ideally 3m), often in a checkerboard formation. Do not move them.
- Chairs will be wiped down before you use them and then again after you leave.
- We request that you bring your own water bottle and DO NOT share it with anyone else.
- We request that you refrain from passing things back and forth, such as pencils and sheet music.
- During breaks, we ask you to remain in your seats or standing at your place. Sorry – no socialising yet!
- Every venue that we use will have its own QR code for NHS Track and Trace. Please scan the code with your App upon entering rehearsals.
- Make sure that you are entered on the choir register as having attended the rehearsal, in case we need to contact you about a possible COVID case.
- Avoid queuing closely for toilets; wait until the facilities are empty.
- Do not “hang around” with other choir members in car parks or hallways.
- Wash your hands regularly and for more than 20 seconds each time.
- Consider bringing antibacterial hand gel with you, to use regularly.
- Wear a facemask when walking in and out of the rehearsal space.\*
- Remember not to touch your mouth, eyes and nose with your hands.
- We recommend you download the WellRehearsed App from the Association of British Choral Directors and Making Music, to help compile weekly statistics on groups making music together.
- DO NOT ATTEND REHEARSAL if you feel unwell or have any symptoms of COVID-19. If this is the case, please let us know so that we may alert anyone you have been in contact with.

\*Up-to-date guidance about the wearing of face masks when singing will be sent to you closer to your rehearsals beginning.

### 4) Mental Health Support

Your mental health is always our priority at SOS and we will do everything we can to ensure you feel supported and included in choir. If there's ever a time that you're struggling, then please speak to your Conductor or contact us at [hello@singoutstrong.co.uk](mailto:hello@singoutstrong.co.uk). All our conductors are given full Mental Health Safeguarding training by Sing out Strong.

Thank you for joining Sing out Strong!

*Emma and the team*