

Program Policies

ELIGIBILITY:

- All classes are FREE to cancer patients, and survivors no matter where treatment was received.
- Due to the limited class size, we are only able to accommodate cancer patients/survivors.

ADHERENCE TO POLICIES:

- Failure to adhere to any of our policies may result in a 30-day suspension of classes.

REGISTRATION:

- Registration and a signed liability waiver are required for all classes: Participants can register for all classes offered within one month. If a class you have requested is full, you can register to be on the "wait list".
- To sign up for classes, visit www.towercancer.org/magnolia-house/
- 5 CLASS MAXIMUM PER WEEK POLICY. Participants may take up to 5 classes maximum per week.
- Please note some classes have pre-requisites or instructor approval. This information will be noted in the class description.
- Please note that the registration window closes 24 hours prior to all classes due to the administrative process of online classes.

WAITLIST:

- Participants on the waitlist will be notified via email/text only if a space becomes available in class. If you are enrolled into class from the waitlist, we expect you to attend class. If you plan to no longer attend, please cancel your place on the waitlist. Please note, the waitlist now closes 24 hour before the start of class due to the administrative process of online classes.

CANCELATION:

- Please cancel online for all classes/services at least 24 hours prior to your reservation. If you need to cancel the day of a scheduled class/service, you must call us at (310)299-8470 or email us at: magnoliahouse@towercancer.org

ONLINE CLASS ETIQUETTE:

- Please join the Zoom class 15 minutes early to ensure that class may start on time. After a 5-minute grace period, no one will be admitted into the class.
- All participants must turn off or silence their phones during class to minimize class disruptions.
- For privacy purposes, all participant video cameras will be disabled upon class entry. The instructor may give you the option to turn on your camera. Please note that if you decide to turn on your video camera during class you will be visible to others, prepare yourself, and your space accordingly.
- To protect the privacy of your classmates and instructor, please do not take any screenshots, photos, or videos of any classes, appointments or workshops.
- All participants will automatically enter the class on mute. Prior to class starting, the instructor will inform you of the audio policies for his/her class.
- If you have any questions during class please type them into the chat window and if the instructor is able to address them within the time limits of class instruction, they will respond.
- Please note that these are general etiquette requests. Instructors and classes may vary slightly on use of camera, ability to ask questions in chat, etc.
- Please do not share this link with anyone. Class capacity is limited and the instructor will not admit anyone that is not preregistered or anyone that has not

signed the new liability waiver. Switching classes and sharing links with other participants is not allowed.

YOGA CLASSES:

- Class space is limited. We ask that you register for no more than 2 yoga classes per week. Participants who exceed the 2 yoga classes per week limit will have any additional yoga class canceled by our system. Please note the one exception to this is Sharon Holly's once monthly Yoga for Bone Strength

PRIVATE SESSIONS:

- Participants are allowed one private Reiki session. Does not apply for Individual Therapy sessions. When requesting an appointment online, please note it is only a request. If accepted, you will receive a confirmation email.

Thank you for your cooperation! If you have any questions or concerns, please contact us at (310) 299-8470 or email us at: magnoliahouse@towercancer.org.

-The Team at Magnolia House

Frequently Asked Questions (FAQs)

CLASS LIMITS

Why is there a 5-class weekly limit?

The reason for this policy is to honor and continue welcoming those who are fully maximizing our Magnolia House Patient Support Program while at the same time help to expand program availability to our community.

Does this mean I can take up to 5 Yoga Classes per week?

No, the maximum number of yoga classes you can take per week is still 2.

If I am already registered for 5 classes, can I still sign up on the waitlist for other classes?

Yes, if you are signed up for 5 Classes and choose to sign up for a Waitlist then you will be added to the Waitlist. However, if/when the time occurs that you would move from the Waitlist into the class, you won't be added to the class if you are still registered for 5 other classes that week (not including the Waitlist)

Are classes and workshops (ie nutritional cooking, oncology skin care, stress relief, pain and sleep support) included in the maximum?

While we are online, these classes and workshops are not included in the maximum. The monthly calendar indicates which classes/workshops do not fall into the 5 class maximum. Please check the calendar for the most up to date information.

Are appointments such as Reiki, skincare, individual therapy, and hypnotherapy included in the 5-class maximum?

Yes, once the appointment is confirmed.

Are educational lectures included in the maximum?

No

Is the Men's Cancer Support Breakfast included in to the maximum?

No

Can I take more than one class per day?

Yes, you can take more than one class per day.

What happens if I try to register for more than 5 classes?

The system will not allow you to register for more than 5 classes per week, unless the class you are trying to register for is not part of the 5 class max.

5 classes per week is not enough for me. I am nervous about how this will affect my healing and wellbeing. Do you have any suggestions?

We completely understand these feelings and we are here to support you. We have many resources that we can share with you. Please contact Kelli and/or Megan at magnoliahouse@towercancer.org so that we can help you any way we can.

What happens if I already have taken 5 classes and there is space in a class, will the system add me, or will it place me on the waitlist even though there is space in the class?

The system will not add you to a class if you have already taken 5 classes even though there may be space in a class.

If I request an individual appointment, will the request be included in my 5 class maximum?

No, the request will not be included until the appointment is confirmed. If you are already registered for 5 classes when you get notified that your appointment request is confirmed, then you will have to cancel one of your classes in order to confirm your appointment.

GENERAL - MAGNOLIA HOUSE***What are the Magnolia House Office hours?***

We are available to assist either through email: magnoliahouse@towercancer.org or via telephone: (310)299-8470 Monday through Friday from 9am to 5pm. If you have a need outside these days and times please leave a message and we will respond as soon as possible the following business day.

What is the best way to communicate with Magnolia House?

Please call or email us and we can connect with you through one of these channels. Phone: 310-299-8470 or magnoliahouse@towercancer.org
Please note, office hours are Monday-Friday, 9-5pm (PST)
The office is closed on weekends

How can I get in touch with an instructor or participant ?

In certain situations there is a need to communicate with an instructor or participant offline. We are happy to help facilitate this exchange, simply call or email us with your request and we can confirm that it is ok to connect you with the intended party.

All class times are according to Pacific Standard Time (PST) right?

Yes! All classes are based on the Pacific Standard Time Zone. If you are joining from a different geographic location, please adjust your time accordingly.

GENERAL - TECHNOLOGY***Do I have the most updated version of Zoom?***

You will want to check that you are using the current version of the Zoom platform on your device. According to their website: "Zoom regularly provides new versions of the Zoom desktop client and mobile app to release new features and fix bugs. We recommend upgrading to the latest version once it is available. You can also check which version you're currently running."

You can also access Zoom through your web browser as an alternative to downloading the Zoom app.:

- Click the link in your email with the Zoom link
- The option Join from your Browser will then appear underneath the download & run Zoom link.
- Click Join from your Browser instead of running the installer for the desktop application

How can I view my schedule online?

Once logged in to your account, there is a tab that reads, "My Info" this will lead you to a screen that has the option "My Schedule". You can view your current schedule here as well as waitlist status. There is also an option to "Email my Schedule", select this to have your schedule sent to your email!

I'm having issues with my technology. Can you help?

It is unlikely we will be able to help you if the technology issue has something to do with your device or internet service. Some tips that you can try if you are having technology issues are:

- Clear the cache on your computer
- Shut down and restart your computer and/or the zoom Platform

How do you stream your classes online? What is MindBody?

We use the HIPPA Compliant version of Zoom

MindBody is the management software we use for participants to register online for classes

I didn't receive the zoom link or can't find it. What should I do?

The Zoom link comes from magnoliahouse@towercancer.org – this is different than the class confirmation emails you receive from mindbody.

Before contacting us, please check your spam and/or junk folders

We are all receiving a lot of emails these days. A helpful tip to locate the email in your inbox is to use the search box in your email inbox. Type the name of the class you are seeking to locate the zoom link for and often times that will pull up the email with the zoom information you are seeking.

If you still can't locate the email with the zoom link, please contact us at magnoliahouse@towercancer.org or 310-299-8470

REGISTRATION***How do I sign the Magnolia House waiver? Do I need to do this to take classes?***

Participants will be asked to digitally sign a waiver when they create an account online on our website: <https://www.towercancer.org/magnolia-house>. To create an account, click the orange button titled "CREATE AN ACCOUNT." All program participants are required to sign a waiver prior to participating in any class. You will not be able to participate in any Magnolia House offering if you do not sign a waiver.

How do you sign up and register for online classes?

To sign up for classes and/or services participants first need to create an online account which you can access from our website: <https://www.towercancer.org/magnolia-house>. After creating an online account, you will have the ability to register for offerings via our website. To view and sign up for offerings click the orange button titled "VIEW & SIGN UP FOR CLASSES."

What date does registration open each month is registration every month?

Registration opens at 8:00 AM on the 28th of each month.

If I don't get the classes I want, what should I do

If you are unable to get into a specific class we highly recommend you add yourself to the class waitlist. If a space becomes available in a class you will be automatically enrolled in the class and will receive an email notification of your updated status in the class.

Now that classes are online, why is there still a class capacity?

Class capacity is set in place by our instructors to ensure they can safely manage a class.

GENERAL - CLASSES***Can my friend or family members attend classes?***

Due to the limited class size, we are only able to accommodate cancer patients/survivors in our classes. Friends and family are invited to attend special offerings throughout the year.

I have feedback to give on a class or instructor. What's the best way to do that?

Please feel free to reach out to us with any feedback. The best way is to email magnoliahouse@towercancer.org or call us at 310-299.8470. We also send out periodic surveys where you are able to share anonymously.

Where can I find policies and procedures for Magnolia House classes?

You can find them on our website

here: https://www.towercancer.org/pdfs/Program_Policies_FAQ.pdf

Why am I not receiving the monthly newsletter?

If you have not received the monthly newsletter, please check your junk and/or spam filters. This email goes out usually 1-3 days before registration opens. If the monthly email is not in your spam/junk folder please contact us at magnoliahouse@towercancer.org

I would like to sign up for the monthly newsletter.

Great! First check your spam and junk folders. If the email is not located there, please contact magnoliahouse@towercancer.org and we will add you to the monthly newsletter email list.