



FOR YOUTH DEVELOPMENT®  
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# DAY CAMP

# 2020 PARENT HANDBOOK

**MORRISON FAMILY YMCA**  
**9405 BRYANT FARMS RD**  
**CHARLOTTE, NC 28277**  
**704 716 4650**

[ymcacharlotte.org](http://ymcacharlotte.org)

**Q. How do I register my child for camp?**

A. You can search for camp offerings and register online. You can also register in person with our Sales & Service team anytime during open branch hours.

**Q. What ages do your camp programs serve?**

A. We have programs for kids 2 years old through 12<sup>th</sup> Grade!

**Q. Does my child need to be potty-trained?**

A. Yes. The only exception is our 2 year old preschool camp. Children ages 3 and up must be fully potty-trained by the first day of camp. If you've been working on it, but aren't quite there by your scheduled camp session, let us know so we can work with you on arranging camp for a different week!

**Q. When is camp in session?**

A. We will offer weekly sessions beginning June 1 through August 28, 2020.

**Q. Who is caring for my child while he/she is at camp?**

A. We have an awesome staff team! From energetic high school and college students to professionals leading our programs for the summer to our experienced year-round staff, we have a diverse team who can't wait to work with your child! We make a point to hire staff with excellent character, strong values, enthusiasm, and experience working with kids. Before camp starts, we add to their skills with more than 30 hours of instructional training including child development, conflict resolution, and child abuse prevention. All of our staff are also certified in CPR and First Aid.

Ratios for all camp programs are:

- 2 year olds 1:6
- 3-5 year olds 1:8
- K-5th Grade 1:10
- 6th-12th Grade 1:12

Do you want to meet your camp director or child's counselors? Please email [morrisoncamps@ymcacharlotte.org](mailto:morrisoncamps@ymcacharlotte.org) to inquire about the best time to stop in. We're available for a quick hello during camp hours, but for a more extensive chat we want to be sure and reserve time to spend with you.

**Q. Will my child swim?**

A. Not all of our camps swim. You can find more details in the camp email you'll receive the week before that camp begins. You are always welcome to email us at [morrisoncamps@ymcacharlotte.org](mailto:morrisoncamps@ymcacharlotte.org) with questions as well.

**Q. What if my child can't swim?**

A. All of our children go through a swim assessment the first swim day of each week of camp. In the event that a child is considered a non- or weak swimmer, or if they opt out of the swim assessment, they will be able to participate in the Splash Pool, which is low depth. Most of our camp groups utilize both of our pools and the counselors split between those areas to accommodate children of all swim levels.

**Q. What time can I drop off / pick up my child?**

A. We do not offer extended care for our camps listed for ages 2-6. Grade-based camps do offer extended care.

	Drop Off Time	Pick Up Time
Camps listed for 2-6 year olds	8:45 AM - 9:00 AM	1:00 PM
AM Camps listed for Kindergarteners and up	7:30 AM - 9:00 AM	1:00 PM - 1:30 PM
PM Camps listed for Kindergarteners and up	1:00 PM - 1:30 PM	5:00 PM - 6:00 PM
Full-Day Camps listed for Kindergarteners and up	7:30 AM - 9:00 AM	4:00 PM - 6:00 PM
AM Add-on Camps	7:30 AM - 9:00 AM	N/A
PM Add-on Camps	N/A	4:00 PM - 6:00 PM

**Q. Where do I drop off / pick up my child?**

A. If your camp will take place somewhere other than the Morrison YMCA Campus, it will be noted in the camp title. Specific drop-off and pick-up locations will be included in an information email that will be sent the week before each scheduled week of camp.

**Q. What is your pick-up procedure?**

A. For the safety of your child, participants will only be released to the legal guardian or responsible adult listed on in your child’s account. Every adult must present a government-issued photo ID during pick-up. Once we have your photo saved in our check-out software, you will no longer need to present your ID – though we do encourage you to have it with you just in case we run into a tech issue! In the event that a child will be picked up by an adult not provided on their account information, written permission from the parent (we prefer by email!) and a photo ID must be shown during rides out. If there are special circumstances involving custody issues you must provide the Camp Director with legal documentation of these arrangements.

If you are utilizing a carline, please do not get out of your car in order to drop off or pick up your child. Your child will be escorted to and from your vehicle as needed. We are not authorized to buckle your child into the car. If they are unable to do so themselves, please pull forward out of the carline and help them.

If you need to drop off late or pick up early, please be prepared to park in a designated parking space and walk in to your child’s camp location. If you’d like to call the appropriate camp phone number listed below, we will do our best to have your child prepared for early departure.

**Q. Will you transition kids from their morning camp to their afternoon camp?**

A. Yes! The only exception to this rule is for children ages 2-6 who are registered for AM/PM camps between the Ballantyne Arts Center and the Morrison Y.

**Q. What should I send (or not send) with my child to camp?**

A. Information specific to your camp program will be sent out in an email the week before that camp begins. In general, we recommend sending:

- Comfortable clothes & closed-toe shoes that can get messy.
- Refillable water bottle
- Lunch & snacks
- Spray Sunscreen
- For Preschoolers – an extra full set of clothes

We recommend that the following items stay at home:

- Any food containing nuts (we are a nut-free program!)
- Electronics (Teen Camps do have specific times when they are allowed to use devices)
- Toys
- Anything you would be sad to lose

### **Q. What do you do for hot weather?**

A. During extreme heat and heat advisory days, we will adjust our schedule when possible. The safety and comfort of our campers is always our top priority and we want you to be aware of the changes we will make to our camp schedule with the heat is on.

- We will limit the time we spend in direct sun.
- We will spend more outside time in shady places.
- We will take more breaks than usual to “chill out.”
- We’ll play games that keep kids hydrated and cool (like water fun).
- We will move activities inside when possible.
- We will take extra water breaks and make sure water is always available.

Here are some tips to help your kids stay comfy cool during summer fun:

- Pack a frozen water bottle.
- Dress campers in lightweight and light colored clothing.
- Store lunch in an insulated, chilled lunch box.
- Send your child with a hat.
- Apply sunscreen before camp.
- Tell your camp staff if your child has a health condition that makes them more sensitive to the heat.

### **Q. How do I get in touch with camp staff during the day?**

A. We can be reached by email at [morrisoncamps@ymcacharlotte.org](mailto:morrisoncamps@ymcacharlotte.org) or by phone at the location-specific numbers listed below:

Morrison Family YMCA - Pavilion	704-589-0250
Morrison Family YMCA – Building	980-214-1514
Morrison Family YMCA – DeFeo Hockey Rink	980-240-6137
Ballantyne Arts Center	980-240-6179

### **Q. How do you handle discipline?**

A. Our goal is to guide children in becoming happy, responsible and cooperative participants through positive teaching techniques.

- Staff will make a concerted effort to preserve the child’s self-image and will not embarrass the child.

- Staff will help children learn self-control, choose alternatives, identify feelings and develop an understanding and respect for the feelings of others.
- Every effort will be made by staff to enlist the cooperation of the child and parent(s) to solve problems.

In the event of misbehavior, we will redirect the behavior, give the child a warning, then provide a logical consequence if behavior continues. Repeated or serious misbehavior will require parent involvement and may result in consequences up to suspension(s).

**Q. What if my child has developmental or physical needs?**

A. The YMCA will make every reasonable accommodation possible to serve all children regardless of their developmental or physical abilities. Please contact the Director at least two weeks in advance to discuss modifications that would be helpful for the success of your child at the Morrison Family YMCA.

**Q. What is your health and wellness policy?**

A. If your child develops symptoms of illness during their stay, parents will be notified and will need to pick up their child within one hour. If parents cannot be reached, the staff will call other emergency contacts listed on the account.

CHILDREN WHO HAVE THE FOLLOWING SYMPTOMS SHOULD REMAIN AT HOME UNTIL THEY ARE SYMPTOM FREE FOR 24 HOURS UNLESS A WRITTEN NOTE FROM THE CHILD'S PHYSICIAN IS GIVEN, STATING THAT THEIR SYMPTOMS ARE NOT CONTAGIOUS. Some of these symptoms include, but are not limited to:

Sore Throat	Skin Rash	Open Sores	Pink Eye	Head Lice
Coughing	Fever	Diarrhea	Vomiting	

**Q. What is your medication policy?**

A. Please administer all medications at home whenever possible. If medications are required during the afternoon, a "Medication Authorization Form" must be filled out and medications provided to the office staff in the original container in a plastic bag with the child's name clearly written on the outside. All medications including over the counter items, must be dispensed by the office personnel. Please contact the Director if your child's allergy requires special consideration.

**Q. How do I find out what my child is doing all week?**

A. If you would like additional updates on how your child is doing or what they've been up to all week, don't hesitate to ask! We have time for a brief check-in during pick-up times, and can always schedule a follow-up conversation (on the phone or in person) if we need more time to chat.

**Q. Our summer plans have changed. How do I cancel a session of camp or change to a different program?**

A. Please think ahead! Cancellations and requests for transfers must be made at least 8 days prior to the start of the requested camp week in order to qualify for a full refund or full transfer of money paid. You can make those requests with our Sales & Service team or by emailing [morrisoncamps@ymcacharlotte.org](mailto:morrisoncamps@ymcacharlotte.org). Cancellations not received by the designated day will result in a forfeiture of all deposits and fees paid towards that camp week. Outstanding payments that have not been made will still be owed.

We know that it can be hard to understand why we require 8 days' notice – there are a few factors that help drive the timeframe of our cancellation and change policy. A couple examples include: We try our best to give our staff appropriate notice on their work schedules and those depend a lot on the number of kids registered for a program. Other times, if we have kids cancel from a smaller camp, it could take our numbers low enough that we would need to cancel the program - leaving other families with very short notice to change plans. We do our best to find a balance that works for parents and our programs, but there are admittedly a lot of logistics involved. While it's never our intent to inconvenience our families, we do understand that it happens from time to time.

**Q. How can I get a copy of my receipt to submit for reimbursement from my flexible spending account?**

A. For questions regarding tax receipts, please log into your account on the website – you'll be able to generate a statement from there. Our Tax ID# is 56-1045299.