



**MORRISON FAMILY YMCA**  
**2021**  
**FAMILY**  
**HANDBOOK**



**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. If you have an account credit, please email [morrisoncamps@ymcacharlotte.org](mailto:morrisoncamps@ymcacharlotte.org) for assistance with processing.

**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. We ask that children 3 years old and older are potty trained by the first day of camp. If you need to discuss an accommodation with us, please reach out ahead of time so that we can work with you to create an appropriate plan for your child. We know that some children take to training easier than others and that accidents can occur occasionally, even for those that have a good grasp on it. Our teachers will do their best to help reinforce what you're working on at home and will assist kids in changing into clean clothes if there is an accident. Please be sure to send a change of clothes with your child each day. On occasion, we may ask for a child to come to camp wearing a pull-up until accidents occur with less consistency.

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

A. We will offer weekly sessions beginning June 1 through August 20, 2021.

**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, as well as 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.

Maximum ratios for all camp programs are:

- 2-5 year olds 1:8
- K-5th Grades 1:10
- 6th-12th Grades 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. How are you keeping kids safe during COVID-19?**

A. Due to the circumstances surrounding COVID-19, the Y has adjusted some of our normal operating procedures and updated them based off of guidance from the American Camping Association, Y USA, and the US Centers for Disease Control and Prevention (CDC). We are currently following COVID-19 safety precautions within our programs that include practices such as lower staff to child ratio, social distancing, frequent handwashing and enhanced sanitation practices.

Here is a quick glance to highlight some of these procedure updates:

1. Pick-Up and Drop-Off Sites
  1. These locations will be equipped with cleaning spray/wipes, thermometers, hand sanitizer and gloves.
  2. Each day, parents will be required to acknowledge health screening questions.
2. Camp Groups
  1. Camp groups will remain under 25 children and will have a limited number of staff members they're in contact with throughout the day.
3. Staff Training
  1. All camp staff will participate in coronavirus-specific training prior to the start of camp as a part of a 30 hour training plan.
4. Staff Personal Protective Equipment and Safety Precautions
  1. Staff will be required to wear masks when indoors and when unable to maintain at least six feet distance outdoors.
  2. Campers 5+ are also required to wear masks in the same circumstances.
  3. All staff are expected to adhere to the same daily screening information as our campers.
5. Socialization at a Distance
  1. Our camp will operate activities in spaces large enough to allow for a minimum of 3 feet of space between campers.
  2. In the event that we combine any groups, we will be using a household/neighborhood concept. An individual group would be a household, and in combined activities may come together with another group in their "neighborhood." A group may not combine with another group outside of their "neighborhood." A neighborhood will be made up of 2-3 groups. This will allow us to limit kids' interactions with others, as well as properly contact trace in the event that it is necessary.
6. Facility Sanitation
  1. The Y has added additional staff to disinfect facilities during the day and at the end of each day to ensure proper sanitation.
7. Handwashing will be continued throughout the day on a regular basis for each child and staff member.

## **Q. Will my child swim?**

A. If your child is coming to Day Camp, All Sports Camp, or Splash Camp, they will spend time at our pool during their week. You'll receive specifics on their swim schedule in your weekly welcome email. Other camps may incorporate water play during their week, and you'll receive any pertinent information regarding that in your welcome emails.

### 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. You can read more about our assessment and swimmer levels [here](#).

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

A.

Camp Timeframe	Drop-off Times	Program in Session	Pick-up Times
Preschool AM Camp	8:45—9:00 AM	9:00 AM—1:00 PM	1:00—1:15 PM
Half Day AM Camp	7:30—9:00 AM	9:00 AM—1:00 PM	1:00—1:30 PM
Half Day AM Add on Camp	7:30—9:00 AM	9:00 AM—1:00 PM	N/A
Half Day PM Camp	1:00—1:30 PM	1:30—5:00 PM	5:00—6:00 PM
Half Day PM Add on Camp	N/A	1:30—4:00 PM	4:00—6:00 PM
Full Day Camp	7:30—9:00 AM	9:00 AM—4:00 PM	4:00—6:00 PM

\*\*Preschool Camps do NOT have early drop-off or late pick-up.\*\*

### Q. What are the drop-off and pick-up procedures?

A. This is such a detailed answer that we're sending you to a whole new document to review it! You can find your specific procedures [here](#). You will also find details regarding late drop-off and early pick-up by using that link.

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

A. Ensuring that campers head home safely is our top priority during pick-up times! Campers will only be released to people who are listed as authorized pick-ups on their account – and **parents need to be listed on there too!** Additionally, please be sure to have your government-issued photo ID ready to show at pick-up each day. We do use software that allows us to store photos for authorized pick-ups – once those are in place, we won't have to see your ID at every pick-up. However, we still feel it's important for you to have it ready in case we don't yet have your photo loaded in the software, or in the event that we're having a technology issue (which we all know can happen from time to time!).

You can review your child's authorized pick-up list using your online account and add/edit/delete contacts as needed.

In the event that a child will be picked up by an adult not provided on their account information, we will need advanced written permission from the parent via email and the pick-up person needs to show a photo ID during rides out. If there are special circumstances involving custody issues, you must provide the Camp Director with legal documentation of these arrangements.

When you are in 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.

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

A. We provide transition for kids from one camp to another as long as they are on the same campus (that means if your child has one camp at the Ballantyne Arts Center and another at the Morrison Y, we can not transport them).

**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 (and a face stick if you're feeling fancy!)
- 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
- Toys
- Anything you would be sad to lose

**Q. What food do I need to send for my child?**

A. For a morning camp, please send a snack and a lunch. For an afternoon camp, please send a snack. Full Day campers will need to bring 2 snacks and a hearty lunch with them.

Please note that we do not serve any foods containing nuts in our programs and also request that parents send all children with nut-free snacks and meals. We have children in our programs with severe allergies and you can help prevent a life-threatening emergency by selecting alternatives to pack in your child(ren)'s snacks and lunches.

**Q. What do I need to know about sunscreen?**

A. We always recommend that campers arrive for the day with sunscreen already applied. When sending your child with sunscreen for re-application during the camp day (we'll do this regularly!), we request that you send spray sunscreen (we love face sticks too) with your child because it allows our counselors to help your child apply it while following our Child Abuse Prevention guidelines. Labeling sunscreen is very important so that we can help keep track of everyone's. If your child needs to have a lotion sunscreen and needs our help applying it, please let us know ahead of time – with your specific permission we are able to assist!

## **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. Please work through email as much as possible on non-urgent items. We have a team dedicated to working through inquiries at [morrisoncamps@ymcacharlotte.org](mailto:morrisoncamps@ymcacharlotte.org). For timely program-related needs, you can call or text the number below, corresponding to your child's camp's drop-off location. We will do our best to answer the phone when you call. If we are occupied with a situation that needs our immediate attention, we kindly ask that you leave a message and we will call you back as quickly as possible. If it is an absolute emergency, you can contact our Sales & Service Desk at 704-716-4650 and someone can deliver the message. Please note that we will not be able to work through registration changes, questions, or cancellations on these phones.

Morrison Family YMCA – Pavilion	704-980-8273
Morrison Family YMCA – Building	704-428-9027
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 [morrisoncamps@ymcacharlotte.org](mailto:morrisoncamps@ymcacharlotte.org) 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.

If a child has presents with a fever, they must remain home until they have been fever-free for 24 hours without using fever-reducing medication. For other illnesses (vomiting, pink eye, etc.) the child must be symptom-free for 24 hours before returning to camp.

If a child is diagnosed with COVID-19, they must remain home for 14 days before returning to camp.

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

A. Please administer all medications at home whenever possible. If medications are required during the camp day, please give them to a staff member at drop-off. They should be in their original packaging, placed inside a labeled ziplock bag with a completed [Medication Authorization Form](#). 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 refund or transfer of money paid. PLEASE NOTE: Deposits are NON-REFUNDABLE. 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 fees paid towards that camp week. Outstanding payments that have not been made will still be owed.

**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.

**Q. What else do I need to know?**

A. Here are some extra tid-bits of info for you:

- Label everything!!! Campers lose things from time to time. We'll do our best to keep track and get your kids' belongings back to them. Lost & Found will be kept on hand for one week after the camp's end-date.
- Campers come home tuckered out! All the fun of camp can be exhausting. We frequently hear that kids snooze on the way home after a busy day. We hope this means good nights of sleep for everyone. 😊
- Campers come home messy! We recommend sending them to camp in comfortable play clothes and closed-toe shoes that can get dirty – camp isn't the environment for beautiful new clothes and shoes!
- We will be regularly updating and adding to our information "hub" that is full of parent resources for the summer. Please feel free to reference lots of information [there!](#)