



# 2021 Lake Norman YMCA PARENT HANDBOOK



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# About The Lake Norman YMCA

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We build strong kids, strong families and strong communities.

As one of the few waterside YMCA facilities in the country, the Lake Norman YMCA provides a unique camping experience. Campers are exposed to a diverse range of outdoor and water activities that allow them to explore nature, find new talents, and try new activities. This enables your child to gain independence and make lasting friendships and memories all while having FUN!

For a complete list of camps, please visit the Lake Norman YMCA membership desk or [ymcacharlotte.org/day-camp](http://ymcacharlotte.org/day-camp)

## OUR MISSION

To put Christian principles into practice through programs that build a healthy spirit, mind and body for all.

## OUR VALUES (Our Character Traits)

Caring, Honesty, Respect, Responsibility, Faith

## OUR FOCUS

For Youth Development: Nurturing the potential of every child and teen.

For Healthy Living: Improving the nation's health and well-being.

For Social Responsibility: Giving back and providing support to our neighbors.

## PURPOSE AND GOAL

As an aspect of our organization's focus, Youth Development, we strive to help campers learn and grow through carefully planned, Christian and mission-focused curriculum that teaches the following four pillars:

1. Healthy choices
2. Building relationships
3. Skill development
4. Servant leadership

Through this we will achieve our goal to provide a safe, wholesome Christian environment so that your child may achieve their greatest God-given potential.

## DIVERSITY AND INCLUSION

The YMCA of Greater Charlotte recognizes that individuals, families and communities are diverse. The YMCA values and respects this diversity and chooses to be inclusive through its acceptance of all individuals regardless of race, age, gender, religion, ability or cultural identity. The YMCA, while not adhering to any doctrine or dogma, is committed to Christian principles. This includes asserting that all individuals, without exception, are intrinsically valuable.

## CAMP JARGON AND COUNSELOR NAMES

Throughout your campers' experience, he/she will refer to certain terms known only throughout the YMCA Day Camp. Below is a list of terms we use and a brief definition.

**Camp Session-** Day camp is broken up into weeks, which we refer to as a session. Each session is numbered, starting with 1 and ending with 12.

**Tracks-** Day camp is comprised of multiple camps called "tracks" focusing on a specific area or age group (Sports, waterfront activities, arts, gymnastics, etc).

**Huddles-** Each track is broken up into smaller groups, called “huddles”, based on camper age and ratios to allow your camper to have the best experience possible.

**Counselor Names-** This is one of the many fun and unique ways our counselors have to connect with each camper. These names are either chosen by the counselor or given to him/her by their co-workers.

## **CAMP STAFF**

What’s the key ingredient to a great camp? Great staff! We start by hiring counselors with excellent character, strong values, and enthusiasm for working with kids. Before camp starts, we add to their skills with more than 30 hours of instruction in training such as child development and conflict resolution. We recruit our Day Camp staff through local churches, leadership organizations, local high schools and colleges.

All camp staff are trained in: CPR & First Aid      Child Abuse Prevention      Working with Children      Aquatics Safety

**Due to our policy on Child Protection, our camp staff are not allowed to babysit for participants they meet in the program.**

Communication is a key component of staff responsibilities. We are committed to addressing parents’ questions and needs as timely as possible. Camp Directors and counselors are interacting with your camper and may only receive e-mails and voice messages once per day. To speak with day camp staff, please contact our program office. Be sure to let us know of any issues, news and successes your child may be experiencing. Also please make sure we have your correct email so you receive camp news and updates. [lakenormanyouth@ymcacharlotte.org](mailto:lakenormanyouth@ymcacharlotte.org) or 704-716-4418

## **CAMP LEADERS**

Directors/Coordinators:

Katie Eagan	Associate Executive Director	<a href="mailto:katie.eagan@ymcacharlotte.org">katie.eagan@ymcacharlotte.org</a>
Troy Love	Youth, Teen & Sports Coordinator	<a href="mailto:troy.love@ymcacharlotte.org">troy.love@ymcacharlotte.org</a>
Amber Roland	Gymnastics Director	<a href="mailto:amber.roland@ymcacharlotte.org">amber.roland@ymcacharlotte.org</a>
Brooke Russell	Youth Program Coordinator	<a href="mailto:brooke.russell@ymcacharlotte.org">brooke.russell@ymcacharlotte.org</a>
Ryan Swengros	Senior Program & Aquatics Director	<a href="mailto:ryan.swengros@ymcacharlotte.org">ryan.swengros@ymcacharlotte.org</a>
Teresa Bostic	Aquatics Coordinator	<a href="mailto:teresa.bostic@ymcacharlotte.org">teresa.bostic@ymcacharlotte.org</a>

# Administrative Topics

## REGISTRATION

Welcome, we are happy you have decided to send your child to the YMCA Day Camp. Registration is available online and through our member services desk. A \$10 deposit per session for each child registering is required at the time of registration. Deposits are non-refundable but are applied to the camp balance.

## PAYMENT DUE DATES

See camp guides for pricing and details. Payments are scheduled to automatically draft from your preferred payment method (credit card or checking account) at the time of registration.

Session	Camp Dates	Draft Due Date	Deadline for Changes and Cancellations
1	June 1-4	May 1	May 23
2	June 7-11	May 1	May 30
3	June 14-18	May 15	June 6
4	June 21-25	May 15	June 13
5	June 28- July 2	June 1	June 20
6	July 5-9	June 1	June 27
7	July 12-16	June 15	July 4
8	July 19-23	June 15	July 11
9	July 26-30	July 1	July 18
10	Aug 2-6	July 1	July 25
11	Aug 9-13	July 15	Aug 1
12	Aug 16-20	July 15	Aug 8

## My Y Pricing

My Y Pricing is a simple, easy-to-understand pricing model that applies the appropriate membership rate based on the number of people in your household who choose to be members and your annual household income.

In order to adjust your rate, you must present a current tax return to verify household income at the time you join and again every two years. Accepted documents for income verification include the 1040, 1040A and 1040 EZ. A staff member will review line 22 of your 1040 and line 4 of your 1040 EZ.

## MEDICATION POLICY

The Lake Norman YMCA prefers that all medications be administered at home before camp. However, if medications are absolutely required, please be sure to notify the Day Camp Program Office. A complete and signed medication release form must accompany all prescription medications. Medication release forms can be downloaded off the website. Prescription medications must be in the original, prescribed container that identifies the prescribing physician, name of medication, dosage amount and when it should be administered. Place the medication and medication release form in a Ziploc bag with the child's name clearly written on the bag and provide written clearance if you would like staff to administer medication to camper. All medications must be checked in with the Day Camp Program Office. Please do not allow campers to bring to camp themselves or hand to someone during the rides in process. No medications, including over the counter items such as vitamins, creams, lotions, aspirins, allergy medication or liquid medications will be distributed.

# Operating Procedures

## DISCIPLINE

The philosophy of our programs is based on the golden rule with respect shown for all participants. Good manners and personal empathy are traits we will foster. We work with children on an individual basis. Rules, expectations and consequences are clearly communicated to campers at the beginning of camp.

Encouraging good behavior helps discourage unacceptable behavior. Therefore, using this principle of positive reinforcement, each child will be praised for good work and made to feel important and successful. Negative behavior will be confronted and redirected towards positive behavior. **Under no circumstance will physical attacks be allowed at camp. Campers who physically harm staff or other campers will be dismissed from camp immediately.**

If a discipline problem arises:

1. The camper is spoken to by the counselor separate from the group to discuss the concerns. They will then be given an opportunity to go back to the group and participate in activities.
2. If the behavior continues, the camper is redirected to another activity.
3. If the discussion and redirection has not helped, the child is then sent to the camp office.
4. The Camp Director or other leadership staff will meet with the camper to discuss the behavior concerns. The parents/guardians will be notified and the behavior is documented.
5. The Camp Director will determine if the camper will be dismissed from camp for that day.
6. If the behavior continues the camper may be dismissed from the program permanently.

Behaviors causing immediate safety concerns for the camper, other campers or staff may result in immediate dismissal from the program.

Parents may be assured of the following:

- Food will never be withheld as a means of discipline.
- Children will never be disciplined for toileting accidents.
- Physical discipline (shaking, spanking, slapping) will never be used.

## PHOTO ID PROTECTION & CHILD CARE APP

At the Lake Norman YMCA your child's safety is a top priority! To further protect your child, we will request a photo id from any person picking up a child within all of our childcare facilities. It is the parent/guardian's responsibility to inform us who is authorized to pick your child up and to inform those individuals authorized to pick up your child from camp that they will need to show ID. Lake Norman YMCA reserves the right to deny custody to all persons who do not show ID, are not on the list of persons authorized for pick-up, does not have a properly-secured child passenger restraint device and/or appears to be intoxicated. We also utilize a check out application that saves camper and parent photos. Parents can add and remove authorized individuals using their online account or at the member services desk.

## PARENTS VISITATION

Due to Covid safety precautions and limiting the number of adults our camp groups are exposed to, no visitors are allowed at this time.



## **CAR SAFETY**

All children must be buckled up when leaving day camp. Children under eight years old and weigh less than 80 pounds must be in a properly-secured child passenger restraint device (CRD) that meets federal standards and is appropriate for the child's weight and height. This device must be in the back seat of the car.

The safety of your child is paramount. Your child will not be placed in a car that is not properly equipped with a child safety seat for your child. Furthermore, your child will not be released to or placed in a vehicle with anyone that a YMCA staff member suspects is under the influence drugs or alcohol.

## **PARENT INTOXICATION**

At times, we are called to make decisions concerning camper safety. If a YMCA staff member has reason to believe that a parent is under the influence of drugs or alcohol at time of pickup, then we will detain the child until an alternate plan of transportation can be arranged for the parent and child. We will first attempt to contact another family member or spouse. If unavailable, we will then attempt to reach an emergency contact. If those means are unsuccessful, a cab will be called at the parent's expense. If the parent who is suspected to be under the influence is unruly, uncooperative or violent, then the police will be immediately contacted.

## **CUSTODY ISSUES**

In cases of separated or divorced parents where visitation rights are denied to one parent, we cannot deny releasing the child to such parent unless a court decree or separation document is filed with our program office expressly forbidding such parent from picking up the child from our program or at times not allowed by the court decree. The court decree must also be specific to the rights of visitation on the YMCA/Camp property during camp hours. The court document must specify in writing that visitation is permitted by the non-custodial parent. Otherwise, visitation WILL NOT BE PERMITTED.

## **ARRIVAL AND DISMISSAL/LATE PICK UPS**

Please see Rides In/ Rides Out for arrival and dismissal routines.

**Please note that for camper safety we do not allow drop off during camp-wide transitions: 9-9:30am and 3:30-4pm.**

Late pick ups are considered any time after 12:05pm for half day camp and 6:05 pm for full day camp. Late pick ups will incur \$1.00 per minute fee.

## **UPDATED SAFETY MEASURES**

With guidance from Y-USA, the American Camping Association and the US Centers for Disease Control and Prevention (CDC), we are following COVID-19 safety precautions within our programs that include practices such as lower staff to camper ratio, social distancing, frequent handwashing, and enhanced sanitation practices. We will continue to monitor requirements and recommendations, and adjust our policies as needed.

# Rides In/ Rides Out Procedures

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Camp Rides-In and Rides-Out procedures will require some time and patience to master. Please be understanding during the first few weeks of camp as the campers adjust and you as parents figure out the routine.

We realize that our drop off system may be a new experience for you and your camper and we understand that you and they may feel excited or scared. Our system has been a success for over twelve years and we are confident that your children will soon be comfortable with this process.

## **RIDES-IN**

Arrival is a very busy time of the day and we require that the counselors have their full attention on the children. It is imperative that we keep the line moving, if you have questions at arrival, please call or email the program office. In addition, please remember that Mondays are the busiest day of the week. To better serve you, send in questions prior to camp. This will save you time and prevent you from waiting. A staff member will reply as quickly as possible.

Rides In Schedule:

- |                                   |                            |
|-----------------------------------|----------------------------|
| ▪ Drop-off for School age campers | anytime between 7 and 9 AM |
| ▪ Preschool                       | anytime between 7 and 9 AM |

**Early care is from 7:00AM until 9:00AM. (No Additional Charge)**

**Rides-In ENDS PROMPTLY AT 9:00 AM,** If you arrive after this time, please wait patiently at the sign in table (picnic table at the beginning of the car rider loop). We begin late sign in at 9:30 AM, as soon as all campers and groups have made it to their first activity for the day.

If you arrive after rides-in is completed, then you will need to pull into the car rider loop (after 9:30am) and call the program office for sign in assistance.

This is done as a safety precaution to ensure that we have accurate attendance. Do not send your child to sign themselves in to camp. Children can only enter camp if a staff person takes them out of the car and walks them into the program office.

## **DIRECTIONS**

Rides- In and Rides- Out: For drop off and pick up please do so on the left side of the building. Stay on the left, stopping at the picnic table for sign in/out and follow the road to make a u-turn, dropping off or picking up once you reach the waterfront sign or the last door (staff will direct you as to which pick up/drop off location your camper will be at for the week).



## **PARKING**

For safety, please do not park and walk your child into camp. Only camp staff are permitted in camp areas.

## **RIDES OUT**

All parents may pick their camper up anytime between 4 PM and 6 PM for full day camp and 11:45am-12pm for half day camp.

- For the safety of the campers, we require that they be picked up through the car line.
- Staff may not assist with buckling seatbelts of child safety seats.
- Please do not pass cars ahead of you at anytime; once the campers in front of you are safely in their car, that car will pull forward.

**No dismissal will be permitted between 3:30 and 4 pm. This is for camper safety.**

**For full day camp after care is from 4:00PM until 6:00PM. (No Additional Charge)**

If you arrive before rides out begins, then you will need to pull into the car rider loop (before 3:30pm) and call the program office for sign in assistance. Please note that it may take up to 30 minutes for us to retrieve your camper from their location. Families are encouraged to call or e-mail the program office at least 2 hours in advance of early pick ups. When we have prior notice we can have your camper ready for your arrival.

If you arrive between 3:30 and 4pm, please wait patiently at the picnic table and we will sign you out as soon as rides out begins.

**Please do not park and walk up to sign your child out.**

# Parent Expectations

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**Please contact the Day Camp Program Office with any questions, comments or concerns at:**

704-716-4418

lakenormanyouth@ymcacharlotte.org

## **KEEPING US INFORMED**

Please let us know if your camper is experiencing any issues at home that may affect his/her experience. Examples include death of a pet, parent divorce/separation, death in the family, fight with sibling, changes in health, etc. Staying aware of these issues will help us ensure that we are prepared to meet your camper's needs.

## **LOST ITEMS**

Please label **everything** that your camper brings to camp with their name & family number on all items. We will make special efforts to return lost and found items to campers. Unlabeled and unclaimed items are stored for two weeks, then donated to charity.

## **EXTRA ACTIVITIES**

Once children are dropped off at camp, we will not transfer them to another program (swim or gymnastics lessons). Parents may sign out their children early and take them to the class themselves.

## **Daily Schedule**

Counselors are with campers all day and get them to and from their daily activities. Activities vary by camp track, but include a mix of indoor and outdoor activities; swimming; group games; arts and crafts; stem; character development; and more. Due to the necessary fluidity in our camp schedules day to day based on weather and other factors, we do not send out specific group schedules.

## **Attendance**

Parents need to call the program office, (704) 716-4418, if their child is going to be out more than one day.

## ASSEMBLIES

During summer camp we start our day with an energetic, faith and fun-filled assembly for our campers. The assemblies are theme related and involve camp chants, morning devotion, singing, dancing and music. Due to Covid safety precautions, assemblies will be held within camp tracks this year.

## CLOTHING

It's hot! Make sure your camper is dressed in lightweight, light-colored clothing and closed toed shoes are a must. Hat and /or sunglasses are allowed but it is the camper's responsibility to keep track of them.

**DO NOT** allow them to wear long pants, jeans, expensive clothing or flip-flops. Campers wearing flip flops or other sandals may not be able to participate in all camp activities.

**Mark ALL ITEMS with camper's name**

## WHAT TO BRING TO CAMP

Camper's days are filled with fun activities all over the YMCA campus and will have to walk A LOT, carrying their personal belongings! We suggest that campers bring as little as possible to avoid anything special being lost. Each camper should arrive with

- Lunch and Snacks- Packed in durable insulated lunch box with a frozen water or ice pack
- Swimsuit and towel, clearly labeled- If campers are scheduled for water activities first, we suggest that they wear their suits rather than changing as soon as they get here.
- **Large water bottle- THIS IS A MUST WITH THE SUMMER HEAT!**
- Sunscreen- We expect everyone to have sun block on all body parts prior to coming to camp, regardless of what track they are in. Please make this a part of the morning routine. Day Camp Counselors will take sun block breaks during the day, as many times as necessary. Camp staff are not allowed to apply sunscreen lotion to any camper, however, they will ensure they are applying correctly and/or assist if they have spray sunscreen. Please pack sunscreen in a 'Ziploc bag' and store it in your child's backpack.
- Towel (optional) - On hot days, children dry quickly and do not always use them.
- Change of clothes (optional)- highly encouraged, especially for young campers. Camp is messy and spills occasionally happen.

**Sports supplies:** We have all necessary supplies for campers participating in specialty camps, and encourage them to leave these personal items at home. \*Except Triathlon camp, campers will need a bike to camp, which may be left Mon-Fri the week of camp\*

## WHAT NOT TO BRING TO CAMP

It is very easy for something to be lost or damaged that is precious to your camper. We ask for your help in making sure they refrain from bringing any of the following items to camp:

Money	Alcohol	Drugs	Vehicles	Animals	Weapons	Toys
Valuables	Cell Phones	Walkmans	MP3 players	iPods	Novelty Items	Balls
Electronic games (including Game boys, Play Stations, Nintendo DS, etc.)					Other electronics	

Please note that some items listed may also result in disciplinary action/dismissal from program if brought to camp.

# Special Situations

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Please inform the program office with any other health-related issues that may affect your child's camp experience.

## EMERGENCIES

Our camp staff will treat routine cuts, scrapes, and bumps. In the case of serious illness or an accident involving your camper, we will contact you. In the event that you cannot be reached, your signed authorization on your child's health form allows us to secure prompt treatment. Be aware that in the case of a life-threatening emergency, we will call 911 first.

## ILLNESS

The Lake Norman YMCA staff cannot care for sick campers. Parents will be called to pick up sick campers. Please do not bring children to camp that show signs of illness. If parents can't be reached, the emergency contact listed on the registration form will be contacted to pickup the child.

If a camper shows no overt signs of illness, but complains of illness or seems uncomfortable and cannot participate in camp activities, the parent or emergency contact will be contacted to pickup the child.

Parents will need to complete a health check daily prior to dropping their camper off. This is sent via e-mail. Completing this prior to arrival, significantly speeds up the drop off process.

## WEATHER- INCLEMENT, SEVERE and TRANSPORTATION PROCEDURES

During severe weather such as thunder storms or tornado warnings we will immediately take cover. Also, campers will not be on boats, in the lake or in the pool if thunder or lightning occurs however, camp will resume as normal for rainy days.

The camp director and branch will stay alert for weather advisories issued over the radio. Counselors are trained to handle severe weather conditions such as storms, tornadoes and heat conditions. During heat advisories, campers continue activities at a slower pace. During ozone alerts of orange or red camp groups will follow an indoor schedule, unless it they are scheduled for a water activity. We adjust group schedules so that campers are not participating in field sports during the hottest part of the day.

In the interest of the safety of the children in our day camp programs, the YMCA of Greater Charlotte recently reevaluated our transportation guidelines concerning early school/camp dismissal due to inclement weather. ***It is the decision of the YMCA of Greater Charlotte to not operate its vehicles on these days.*** This new policy went into effect January 1, 2004. While we understand this may cause some inconvenience for some families, we feel it is in the overall best interest of the children and the staff to operate in this way.

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## LIFEGUARDS

Lifeguards are YMCA of the USA Lifeguard certified and are on duty at the lake and pools at all times. As with all YMCA staff our lifeguards are trained and certified in first aid, CPR-PR, AED and oxygen. All powerboat drivers are US Coast Guard trained and a spotter present on all powerboats.

## SWIM BAND LEVELS

Swim bands are distributed to each camper every day prior to swimming. They are collected by counselors at the end of the rotation and given to the lifeguard in the office. All three and four year olds must wear a lifejacket.

Green Band = Allowed to swim without a lifejacket and in all areas of the pool.

Yellow Band = Allowed to swim without a lifejacket and in only the shallow areas of the pool and will not be allowed to pass the rope that divides the shallow end from the deep end.

Red Band = A Camper who either doesn't want to test or did not pass the shallow swim test will wear a red band and a lifejacket and must stay in the shallow end.

## POOL SWIM TESTS

Before swimming (at any pool in the YMCA community) and prior to the campers changing into swimsuits the lead lifeguard will review rules of the pool. All campers who want to swim without a lifejacket must take a swim test. Swim test will be administered on Mondays to all campers who wish to be tested.

**Deep water-** A camper must swim 25 yards without stopping and tread water for 30 seconds in order to pass the deep-water swim test and earn a green swim band.

**Shallow water-** A camper must swim across the pool (15 yards) without stopping in order to pass the shallow water swim test and earn a yellow swim band.

## **WATER SAFETY**

All campers on the lake must wear personal flotation devices (lifejacket) and will attend a water safety orientation that is taught each Monday. This includes in the water, on the docks, or in boats. Lifejackets are supplied by the YMCA. Children in the water ski and wakeboard tracks may bring their own. All lifejackets (YMCA and Campers) are tested by a lifeguard prior to entering the water.

## **WATERSKIING, WAKEBOARDING & KNEE BOARDING**

Once the boat has departed, we will not retrieve any campers during that two hour block of time for any reason. Children are not retrieved from a powerboat for early pick-up, please email or contact the camp office at least four hours prior to pick up. We will have your child waiting for you however; early pick-up may result in missing that activity completely on that day.

## **BUDDY SYSTEM (LAKE)**

Each camper is assigned a buddy and must be within arms reach of each other whenever possible while in the lake. Every fifteen minutes the whistle will blow for a buddy check. At that time, the campers must raise their buddies' arms in the air. Arms are to be kept in the air until the lifeguard signals the end of the buddy check.