

Parent Handbook

2020 Summer Camp – Morrison Family YMCA

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 for assistance with processing.

Q. What ages do your camp programs serve?

A. We have programs for kids 3 years old through 12th Grade. We want to mention that traditionally, we also offer options for 2 year olds and plan to do so again in the future. We had to make the very difficult decision to offer camps only for ages 3+ this summer to maintain very conservative safety precautions.

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

A. Yes. 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! If your child needs restroom assistance due to a disability or delay, we would love for you to reach out to us so that we can discuss appropriate accommodations for your family.

Q. When is camp in session?

A. We will offer weekly sessions beginning June 15 through August 28, 2020. Please note that only preschool-aged offerings are available the weeks of August 17 and 24.

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:

- 3-5 year olds/Rising K 1:8
- 1st-5th Grades 1:10
- 6th-12th Grades 1:10

It's also important for you to know that we will be limiting your child's exposure to staff members during their time here. We will schedule staff as consistently as we can, and will have no more than three adults scheduled as primary caregivers to your child throughout their camp day. It's possible they will come into contact with other adults periodically, but those interactions would be limited in duration and direct involvement.

Do you want to meet your camp director or child's counselors? Please email 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. Parents will not be permitted in the building for drop-off to reduce the number of people in our facilities.
 3. Each day, parents will be required to acknowledge and answer health screen questions.
 4. Campers are required to have their temperature taken daily upon drop-off and must be fever-free (under 100.4 degrees) in order to be admitted to camp for the day.
2. Camp Groups
 1. Camp groups will be reduced to a maximum of 10 children and the number of staff members in contact with each group will be limited.
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 are encouraged to wear masks as well.
 3. All staff on-site will be required to participate in a health screen daily prior to entering our facility.
5. Socialization at a Distance
 1. Our camp will operate activities in spaces large enough to allow for 6 feet of space between campers, ensuring seating and desks are at least 6 feet apart.
 2. Large group gatherings will not be a part of camp this summer.
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 or All Sports Camp, they will spend time at our pool during their week. You'll receive specifics on their swim schedule in your weekly welcome email. When they go swimming, the pool will be reserved for camp-use only (no general membership will be present). 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—1:15 PM
Half Day AM Add on Camp	7:30—9:00 AM	9:00 AM—1:00 PM	N/A
Half Day PM Camp	1:15—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 is the drop-off procedure?

A. Great question! LOTS of details here...

For drop-off at the Morrison Family YMCA, the first thing that is important to know is that drop-off is offered through carline only. This year, we are unable to offer a walk-in option – this is a safety measure to reduce the number of people in our facility. We ask that everyone enters campus through Bryant Farms Rd entrance. You will drive all the way around our campus and pull into the gravel parking lot (on the right side, just before the campus exit onto N Community House Rd.). At that lot, you will go through our drive-through health screening station. Each camper will receive a health screening and, provided they are approved to be in camp that day, a “pass” to show that they’ve completed that step. Once you’ve completed your screening, you will leave the gravel lot and proceed to the appropriate carline, which will be indicated in your welcome email for each camp.

At the Ballantyne Arts Center, we ask that parents park and walk to our health screening station by the elevator on the ground level to complete that step. Camp families will then use the elevator to access the second floor and BAC facility. We can't allow parents in our facility, so we will meet families at the door for check-in. Please be prepared to wait for a few minutes and to maintain a safe distance between yourselves and other families in line to check in. After check-in, we ask that parents exit the facility using the stairs to assist us in maintaining one-way foot traffic.

It's important to know that we expect to have to turn away families from camp from time to time this summer. Reasons we might do so is if your child is presenting symptoms that align with COVID-19, if they have a temperature of 100.4+, or if they've been in contact with someone who has COVID-19. It will make us incredibly sad to turn away any child from a day of camp, but it's also very important to us to maintain as safe of an atmosphere as possible here at the Y. We truly appreciate your understanding.

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. This year, we will be using 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 you can edit and delete current people on that list. Unfortunately, there is not a way to add someone using your online account currently. If you need to add someone, please email morrisoncamps@ymcacharlotte.org.

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. What if I need to drop off late or pick up early?

A. For camps at the Morrison Family YMCA, please park in one of the 10-minute parking spots at the Dee Dee Harris Program Entrance and call 980-214-1514. For drop-off, a staff member will come meet you at your vehicle to complete the health screening and help get your child to the right camp location. For pick-up, a staff member will come out to complete the check-out process and get your child to the car. Please understand that, particularly during our camp transition times, there may be a delay before we can come to you. We appreciate your patience!

For camps at the Ballantyne Arts Center, please use the elevator or stairs to come up to the entrance. You can ring our doorbell and a staff member will come to assist shortly.

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 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. 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	704-589-0250
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 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 48 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 full refund or full transfer of money paid. You can make those requests with our Sales & Service team or by emailing 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.

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.