



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

# 2024

# SUMMER DAY CAMP FAMILY HANDBOOK

**KEITH FAMILY YMCA**

**8100 Old Mallard Creek Rd. Charlotte, NC 28262**

## **OUR MISSION**

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

## **OUR PURPOSE**

To provide a quality, indoor/outdoor experience that is safe, convenient and creative. These programs present age appropriate opportunities and activities that enhance the child's physical, social, intellectual and emotional growth. Our focus at day camp is to encourage campers to demonstrate 5 key character traits: Caring - Honesty - Respect - Responsibility - Faith. Keeping our mission and purpose in the forefront allows us to reach our goal of building strong kids, strong families and strong communities.

## **OUR GOAL**

As an aspect of our organization's focus, Youth Development, we strive to help campers learn and grow through carefully planned 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 environment so that your child may achieve their greatest God-given potential.

## **STAFFING**

A YMCA professional supervises all day camp. All staff members are required to attend 30 hours of training prior to the beginning of the camp season which includes CPR/AED, Prevention of Disease Transmission and Child Abuse Prevention along with specific training in the areas of working with children, discipline, group dynamics and programming. We take pride in the high expectations we set for our summer camp staff each year and evaluate them on a regular basis.

**A professional staff member is available to meet with you upon request. We can be reached at:**

### **Program Phone**

(704) 840-0697

### **Cheri' Price - Program Coordinator – Preschool Camp**

(704) 716-6739

Cheri.Price@ymcacharlotte.org

### **Charis T. Gainey - Youth Development Coordinator – Day Camp/Teen Camp/Specialty Camps**

(704) 716-6780

Charis.Gainey@ymcacharlotte.org

### **Lance Jackson – Youth Development Director**

(704) 716-6789

Lance.Jackson@ymcacharlotte.org

### **Account and Payment Questions**

Marsha Moody

(704) 716-6708

Marsha.Moody@ymcacharlotte.org

## **COMMITMENT TO QUALITY**

The **Keith Family YMCA** is a professional organization that sets camping standards in the areas of facilities, programs, health, safety, administration and staffing through our Quality Standards. The purpose of the requirements is to ensure that your camper will have a safe, quality and varied camping experience. By putting our day camp programs through this process, we confirm our commitment to unique and quality programs at the Keith Family YMCA.

## **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.

## **Preparing for the Camp Experience**

### **WHAT TO BRING**

(PLEASE WRITE CHILD'S NAME IN EVERYTHING – DAY CAMP OFFICE WILL RETURN ALL ITEMS LOST IF NAMES ARE PRINTED ON THEM)

- Campers will need to bring a lunch each day, please ensure meals are shelf-stable, as we do not have access to a refrigerator. We also do not have access to a microwave during camp.

**WE ARE A PEANUT FREE FACILITY. PLEASE DO NOT SEND PEANUT PRODUCTS FOR LUNCH AND SNACKS**

- Refillable water bottle
- Swim bag packed with towel and swimsuit, **clearly labeled**.
- Spray sunscreen (please apply prior to arriving at camp; staff can assist campers with spray sunscreen only for reapplication)
- Snacks for morning and afternoon

### **WHAT NOT TO BRING**

- Money, animals, weapons
- Valuables
- Cell Phones, iPods, MP3 Players, etc.
- Electronic games
- Toys, cards, balls, etc.

*We understand there are times when you need to get in touch with your child. You may contact your child through the program office (704)840-0697. The YMCA is not responsible for items that are lost or broken at camp.*

**Please note: All items in our lost and found will be discarded at the end of each week.**

### **WHAT TO WEAR TO CAMP**

- Shorts
- Light-weight top
- Hat and/or sunglasses
- CLOSED-TOE SHOES

### **WHAT NOT TO WEAR TO CAMP**

- Halter tops
- JEANS (Athletic clothes recommended)
- Black or dark clothing
- **Open-toe shoes, crocs, slides or sandals**
- Expensive clothing, jewelry, etc.

### **PAYMENT OF FEES**

All payments for camp registration can be made at ANY YMCA branch's Sales and Services desk by cash, check, money order, credit card, or debit card. Our Day Camp office and/or staff will NOT take any money.

**Payment/Draft Schedule:**

- Balance for sessions 1 and 2 are due May 15<sup>th</sup>
- Balance for sessions 3 and 4 are due June 1<sup>st</sup>
- Balance for sessions 5 and 6 are due June 15<sup>th</sup>
- Balance for sessions 7 and 8 are due July 1<sup>st</sup>
- Balance for sessions 9 and 10 are due July 15<sup>th</sup>
- Balance for session 11 are due August 1<sup>st</sup>

**If payment is not made by the due date, the session(s) will be cancelled.** If payment has not been received in full by 8 days prior to the camp's start date, the YMCA will cancel your registration in those sessions and all future sessions until payment is received. If the YMCA cancels sessions due to non-payment, you must register again and the deposit for the forfeited camps will not be refunded or transferred to new camps. The deposit holds the spot only until the due date.

**My Y Scholarships**

My Y Scholarship is the YMCA's rate structure designed to help us fulfill our mission by being affordable, logical, and relevant for all. Those interested in receiving My Y Scholarship must provide income verification at the Sales and Services desk in order to receive an adjusted rate. Accepted documents of verification include a federal tax return (1040, 1040EZ or 1040A).

**REFUNDS**

There are **no refunds** for days missed because of illness or other special reasons. We do not offer partial payment for hourly drop-in rates. In order to receive a refund or transfer payment, the request must be submitted in writing at the Sales and Services Desk a minimum of 8 days prior to the start of a given session. Please note, deposits are non-refundable.

**Refund and Cancellation Policy**

Please see payment schedule (above) for date when balances are due.

- Cancellations must be submitted 8 days before the start of the session to receive a refund or credit.
- Guardians will be accountable for the balance of their session if they do not follow the cancellation timeline stated above. Campers will lose their space if payment is not made on or before the payment deadline.

**WITHDRAWAL AT THE YMCA'S REQUEST**

The YMCA has the legal option to withdraw a child for any of the following reasons:

- A) Non-payment of fees
- B) Failure of parents to pick up child on time
- C) Failure to provide the YMCA with current emergency/medical information
- D) Unresolved disciplinary issues
- E) Inappropriate conduct of parent or guardian

If a camper is removed from camp for disciplinary reasons, he/she will not be able to return for one FULL year or through the entire following camp season. This includes all YMCA programs, depending upon the severity and at the discretion of the YMCA.

## **Operational Policies**

### **RELEASING CAMPERS**

#### **DESIGNATION OF INDIVIDUALS AUTHORIZED TO PICK UP**

For the safety of your child, campers will only be released to the legal guardian or responsible adult listed on the registration form. Every adult must present a photo ID at rides out daily.

### **INTOXICATION**

Your child's safety is our priority. At times we are called to make judgments concerning their safety. If a YMCA staff member believes that a parent is under the influence of a controlled substance when they arrive to pick up their child, we will detain the child until an alternate plan can be arranged for the transportation of the child and their parent. We will first try to contact another family member or spouse; then one of the emergency contacts listed on the child's registration form. 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 of drugs or alcohol is unruly, uncooperative or out of control physically, for the safety of the child and staff person, the staff will contact the police and social services.

### **LATE PICK UP**

In fairness to our staff and because of subsequent program demands, it is very important that your child be picked up at the end of the day, no later than 6 pm. The fee will be assessed at a rate of **\$1 a minute for each minute after 5 minute grace period.** The Late Fee will be added to your account and will need to be paid when you pay your next bill.

### **DISCIPLINE POLICY**

The philosophy of our program is based on character development and the principles of caring, honesty, respect, responsibility, and faith. It is expected that our staff show respect and courtesy to each participant and we expect participants to show courtesy and respect to each other and to staff. The staff will make every effort to relate to campers on an individual basis. Rules, expectations and consequences will be communicated with children. If discipline problems arise:

1. The child will be spoken to in hopes that discussion and redirecting the child to another activity is all that is required to correct the problem. A warning will also be given.
2. If the discussion and redirection do not seem to help, the child may be separated from the activity for a short period.
3. If behavior continues, the parent/guardian will be notified and documentation of the behavior (past and present) will begin.
4. If the above steps do not correct the behavior, the parent/guardian and coordinator/director will meet to create an action plan.
5. If this process is unsuccessful and behaviors are not corrected, the child may be dismissed from the program.
6. *Physical or emotional harassment or abuse of any kind will not be tolerated.*
7. Please note that there is **no financial compensation/refund for time missed due to behavioral problems**

### **MEDICATION POLICY**

Please administer all medications at home before camp. If prescription medications is required during the camp day, it must remain in the original container that identifies the prescribing physician, name of medication, dosage and frequency of administration. All original containers should then be placed in a Ziploc bag. Do not pack any type of medication in your child's backpack or lunch. Inhalers are kept with the camp counselor during the day. A medication consent form must be filled out before any medications can be dispensed at camp.

### **EMERGENCIES**

In case of emergency, every effort will be made to reach you or the contacts listed on your information sheet. If none can be reached we will take the necessary actions for the health of your child. Should there be any changes in the emergency contact phone numbers, please notify us immediately.

### **TRANSPORTATION IN INCLEMENT WEATHER**

You child's safety and well being are our top priorities. The YMCA reserves the right to delay or cancel programs and field trips based on inclement weather that could affect your child's safety and program quality.

## **PARENT RESPONSIBILITIES and OPPORTUNITIES**

### **PARENT UNDERSTANDINGS**

1. YMCA staff and volunteers are not allowed to transport children at any time outside of YMCA.
2. YMCA staff are not allowed to babysit campers during non-camp hours. Please do not ask for or offer any sitting services to staff involved with camp.
3. The YMCA is a federally mandated reporter of any suspected cases of child abuse or neglect.

### **LOST ARTICLES**

**Label everything!** All labeled items found will be returned to campers. Any unlabeled items will be kept in Lost & Found until the end of the week, then donated to charity.

## **Camp Structure**

### **SIGN IN/OUT PROCEDURES**

Staff will be positioned at Rides-In from 7:00am – 8:45am. We strongly recommend that your child is at camp no later than 8:45am. Rides-In will be closed from 9:00am – 9:30am, as all staff will be at Camp Assembly. Rides-Out will also be closed from 3:30pm - 4:00pm for Camp Closing Assembly. We will have staff positioned at Rides-Out from 4:00pm – 6:00pm. You must show a photo ID and be listed on your child's authorized pick up list or we will not be able to release your child.

If you need to pick up or drop off outside these hours you will need to call the Camp Program Phone.

### **HUDDLE ASSIGNMENTS**

A Huddle is the group that your child is assigned to each week based on the chronological ages of the campers. We make every effort to keep campers in the same huddle from session to session but this is not guaranteed. It may be necessary to make adjustments due to ratios and registration. At the request of the parent, children with special needs may be grouped in the huddle that best fits their needs.

### **CAMPER RATIOS**

We follow the American Camping Association guidelines for staff-to-child ratio. We maintain a staff-to-child ratio of 1:8 for 3-4 year-old campers, 1:10 for 5-12 year-old campers, and 1:12 for 13-15 year-old campers.

### **CAMP LOCATIONS**

All camps operate on a rotating schedule utilizing indoor and outdoor locations unless otherwise noted below.

### **SWIM POLICY**

Campers are tested on Mondays of every session to assess their swimming capabilities. If a camper is absent on Monday, they will be able to swim test during the week. **Campers will only be tested once per week.** If a camper wants to try for a higher level band, they can do so on Mondays or during their first day of that session. Campers should not bring swim bands issued outside of camp. Each camper is then given a camp SWIM BAND, which will be collected at the end of each day.

### **HEAT AND WEATHER POLICY**

On any day the ozone level is at a Red or Purple level, all children will participate in our indoor activity rotation plan. On Orange level days, children will still be active in our regular outdoor rotation schedule, but we will work to make sure groups are moved indoors during the hottest portions of the day. Please see the grid below for a description of these levels by the US Government. The policy for our weather related days including rain or thunderstorms is very similar. On these days, campers will follow the indoor rotation schedule as well. However, on rainy days that do not involve thunder or lightning, the children will still use our pavilion area due to the shelter it provides.

Our indoor rotation schedule will provide your child similar experiences they receive outdoors. We still require the groups to walk from one area to another but this should be the only time they are outdoors other than their scheduled pool time on Red and Purple days. Any questions around this policy can be directed toward the Day Camp Office, as they are happy to make sure all parents understand our camp policies. Remember, the best way to fight the heat during summer months is to make sure your child stays hydrated every day.

| <b>Air Quality Index (AQI) Values</b>        | <b>Levels of Health Concern</b>              | <b>Colors</b>                                 |
|--|--|---|
| <i><b>When the AQI is in this range:</b></i> | <i><b>...air quality conditions are:</b></i> | <i><b>...as symbolized by this color:</b></i> |
| 0 to 50                                      | Good   | Green   |
| 51 to 100                                    | Moderate                                     | Yellow  |
| 101 to 150                                   | Unhealthy for Sensitive Groups               | Orange  |
| 151 to 200                                   | Unhealthy                                    | Red   |
| 201 to 300                                   | Very Unhealthy                               | Purple  |