



2021 BRACE FAMILY YMCA PARENT HANDBOOK

**BRACE FAMILY YMCA
3127 WEDDINGTON ROAD
MATTHEWS, NC 28105
704 716 4200**

**CAMP EAGLE ROCK/HEMBY PROGRAM CENTER
9760 HAPPY VALLEY DRIVE
CHARLOTTE, NC 28270
704 716 4309**



WELCOME!

By choosing to send your camper to a YMCA Day Camp, you are choosing more than a summer day care service. YMCA of Greater Charlotte day camps are centered on improving the well-being of children. We at Camp Eagle Rock with the Brace Family YMCA believe in each child's individuality and intentionally focus programs and services on three areas of development: **friendship**, **accomplishment** and **belonging**. We work to create a safe and vibrant environment that allows children to:

- Learn and master skills that nurture their passions, talents and potential
- Bond with new friends and positive staff role models to create lasting memories
- Know they belong so they feel welcome and free to express who they are

Your child will learn and grow through our carefully planned, mission centered programs that teach your child to make healthy choices, build relationships, develop skills and become a servant leader. Our hope is to create an environment where you are secure about your children and their development; a place that will provide quality programming while instilling core values that help children grow physically, mentally, socially and spiritually so that they may achieve their greatest personal potential.

This packet is filled with information to help prepare your family for camp and to make your camper's experience safe, fun and fulfilling! Even if you have been to our camp before please read through this packet thoroughly as some things may have changed. If you have any questions that are not answered here, please do not hesitate to contact the Camp Eagle Rock Day Camp Team via one of the communication methods below.

We look forward to adventuring into summer with you and your family by providing a PREMIER summer day camp experience that will include care from the highest-quality staff, leadership and personal development like no other, all in a perfect location to instill a great sense of appreciation for the outdoor world!

Thank you for choosing Camp Eagle Rock! Let's create The.Best.Summer.Ever!

Happy Camping,

Mike Jones
Brace Family YMCA
Day Camp & Teens Director

Welcome to the Brace Family YMCA Summer Camp Programs at Camp Eagle Rock and Brace Family Y. Thanks for choosing the YMCA for your summer experience!

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PROGRAM INFORMATION

HOW TO CONTACT US

Prior to the beginning of camp, who should I contact with questions about camp programs, registration, etc.?

- All Camp Program Questions can be brought to our Day Camp Program Director: 704-716-4329 or bracefamilydaycamp@ymcacharlotte.org
- Questions regarding Camp Boomerang can be brought to bracefamilycampboomerang@ymcacharlotte.org or 704-716-4310
- Sports Camp questions can be sent to bracefamilysports@ymcacharlotte.org
- All Camp Payment Questions or Camper Registration/Information Changes should be emailed to our Brace Family Day Camp Business Office:
 - BraceFamilyDayCampBusinessOffice@YMCACharlotte.org or by calling our branch at 704-716-4200

Once camp starts, what is the best way to reach Camp Leadership or the Camp Program Office?

- Camp Program Office: 704-716-4309
- Brace Y Front Desk: 704-716-4200
- Camp Email: bracefamilydaycamp@ymcacharlotte.org
- Camp Registrar: 704-716-4233 or Heather.Vanderiet@ymcacharlotte.org
- Camp Business Office: BraceFamilyDayCampBusinessOffice@YMCACharlotte.org

GOALS OF THE YMCA DAY CAMP PROGRAM

Our goal is to provide a safe, nurturing, engaging, and creative environment. At all times we will strive to promote health lifestyles and character development in the areas of caring, honesty, respect, responsibility and faith. We will do this through age-appropriate activities, trips, and forming community partnerships.

Our campers will be exposed to field trips and activities that bring out their personalities. Activities such as Opening and Closing ceremonies will give campers the opportunity to partake in life learning activities that will help mold them into successful citizens. In addition to the above, campers will participate in Crafts, Sports, Wellness Activities, Teambuilding and more!

CAMP OPERATING HOURS

Camp Eagle Rock, Teen Camp & All Sports Camp (All Sports camp takes place at the Brace Family Y):

- Program Day (when campers will be with their assigned counselor) is 9:00am – 4:00pm.
- Early drop off is available starting at 7:00am with late pick up ending at 6:30pm.
- Rides In: 7:00am-8:45am
- Rides Out: 4:00-6:30pm

All Half Day Programs (Specialty Themed Camps, Camp Eagle Rock Half-Day (AM), & 3-4 Year Old Camps):

- Program Day (when campers will be with their assigned counselor) is 9:00am – 12:45 pm.
- Half Day Rides In: 7:00am-8:45am (8:00am for 3-4 Year Old Camps)
- Half Day Rides-Out: 12:45pm-1:15pm. Campers must be picked up no later than 1:15pm.
 - Camp Eagle Rock Add On (PM) Rides-Out will take place from 4:00-6:30pm.
- Drop Off and Pick Up for 3-4 Year Old Camps will take place at the Purcell House off the first parking lot once arriving at the Hemby Program Center. There are two carports—please take the fork to the right and use the carport on the right. As you enter camp in the carpool line, follow signs for the Purcell House and turn left at the pond, driving through the paved parking lot.

Camp Boomerang Full Day Camp:

- Program Day (when campers will be with their assigned counselor) is 9:30am – 3:30pm.
- Early drop off and late pick-up is NOT AVAILABLE for Camp Boomerang.
- Rides In: 9:15-9:30am Rides Out: 3:30-3:45pm
- Drop Off and Pick Up for campers registered in Camp Boomerang will take place in the Purcell House parking lot. Follow signs for Camp Boomerang Check-In and park in the paved parking lot as you enter camp.

PICK UP/DROP OFF INFORMATION

- The “camp program day” refers to times when your camper will be with his or her assigned counselor going through his or her camp day. Times outside of these hours are considered Rides In and Rides Out hours during which your camper will participate in activities with children in their age group. Please help us keep camp on schedule by having your child at camp on time.
- Camp Eagle Rock is located at 9760 Happy Valley Dr. Charlotte, NC 28270 located off of Kuykendall Rd. about a mile away from the Brace Family YMCA branch. For drop-off and pick-up, please follow the one-way circle carpool line to the top of the hill (Unless your camper is in Camp Boomerang OR is a preschool camper – see directions for those programs below). Campers exit their cars and are then guided by Leadership Staff to meet with their group and counselor.

Rides In/Out Procedures:

- For Rides-In, please help us keep camp on schedule by having your child here by 8:45am for all programs except Camp Boomerang which should be here by 9:30am. If you are dropping off after 9:00am, please drive to the top of the hill, park in the gravel lot and bring your child to our Camp Program Office.
- For Sports camps at the Brace Y, after 9:30am you may go to the front desk and they will assist your camper to their groups
- Please know that we serve a high volume of campers, and we ask for your patience as we help children to their cars during rides out. If you are picking up before 1:00pm for half-day programs and 4:00pm for full-day programs please notify the Camp Program Office either by e-mail or phone call with at least 30 minutes notice so that your child will be ready for you when you arrive.

Note: Since most campers are being picked up between 4:15pm and 5:30pm, we ask for your patience as your wait time can be between 5-10 minutes.

SAFE ARRIVAL AND DEPARTURE PROCEDURES

- Parents are required to sign their child in and out of camp. For the safety of your child, participants will only be released to the legal guardian or responsible adult listed on the child's registration form. Every adult must present a photo ID at rides out or the time of pick-up.
- In the event that a child will be picked up by an adult other than the ones listed on the child's registration form a phone call from the parent noting the change (including the persons name as it appears on their ID) is required and a photo ID will be needed at time of pick-up.
- In the event that there are adults who are a part of your child's life who you (the GUARDIAN) are not authorizing to pick up your child from camp, please supply the camp office with proper documentation so we can ensure your child's safety and document this request appropriately.

- Please help us speed up the rides out process by having your photo ID ready at time of pick-up. WE WILL NOT WAIVER ON THESE REQUIREMENTS!

ATTENDANCE

If your child is not feeling well, please do not send them to camp. If they will be missing more than one day of camp due to illness, vacation, etc. please let the Program Office know. At camp, we take our official attendance for the day before our morning assembly. It is always helpful for you to let us know of any pre-arranged activities (vacation, family in town, doctor's appointments, etc.) that may keep your camper from joining us each day at camp. Please note that if your child misses one or more days of camp, the days cannot be "made up" or refunded.

WEEKLY THEMES

Every week at camp is a different theme! Weekly themes are used to add more fun and excitement to each week of camp and to have some variety for kids that attend camp every week throughout the summer. Certain crafts, songs, games and activities will be geared around the weekly theme including having a costume/dress up contest every week on Wacky Wednesdays! Please see the weekly themes below:

- Session 1: June 1 - 4 – Aloha Summer Week
- Session 2: June 7 - 11 – Space Odyssey Week
- Session 3: June 14 – 18 – Wild Wild West Week
- Session 4: June 21 - 25 – Fairytale Week
- Session 5: June 28 – July 2 – Party in the USA Week
- Session 6: July 5 - 9 – Superhero Week
- Session 7: July 12 - 16 – International Week
- Session 8: July 19 - 23 – Lip Sync Week
- Session 9: July 26 - 30 – Time Travel Week
- Session 10: August 2 - 6 – X-treme Week
- Session 11: August 9 - 13 – Holiday Week
- Session 12: August 16 – 20 – Color War Week

WHAT TO BRING TO CAMP

- Healthy lunch, water bottle, 2 snacks (am/pm). We are not able to refrigerate lunches, so we ask that you please pack lunch in a small cooler with ice pack or frozen water bottles.
- Swimsuit and towel with sandals to walk to and from pool from the changing area.
- Plastic bag for the wet swimsuit and towel.
- Spray sunscreen and bug spray
 - Counselors will not be able to assist with lotion sunscreen
- Extra change of clothes (please label everything).
- Day pack or small book bag that your child can comfortably carry all belongings.
- Children should dress comfortably in clothes that can get dirty. We are an outdoor camp and campers will be outdoors 90% of the day.
- Please dress your kids in cool clothing for hot weather days (light colors, light fabric, hat).

- Although it isn't required for most activities, we strongly urge kids to wear tennis shoes to protect their feet during camp activities. If your child will be participating in tower activities (traditional camps for grades 4+) closed toed shoes are required.

WHAT NOT TO BRING TO CAMP

For the safety and security of your child and his/her belongings, we require that campers leave all of their personal belongings not needed for the camp day or specialty camp programs at home. The YMCA is not responsible for lost, stolen or damaged property. We are an outdoor traditional day camp and as such we want the experience to embrace our outdoor setting. Please have your kids refrain from bringing iPods, iPads, tablets, radios, video games, video cameras, gum or candy, other electronic games systems, Pokemon Cards, Bakugon balls, Beyblades, rainbow looms, expensive name-brand articles, irreplaceable items and personal sports equipment or any other toys from home that would be a distraction at camp. Tobacco, illegal drugs, alcohol and all weapons are strictly prohibited.

Cell Phones:

CAMPERS WILL NOT BE ALLOWED TO USE THEIR CELL PHONES DURING CAMP. If you need to contact your child during the camp day, please feel free to contact the camp office at 704-716-4309 or the Brace Family Y if enrolled in a Sports Camp. All staff will have walkie talkies on their person as well as direct access to telephone through our camp office.

We reserve the right to take away a camper's toy(s) or phone if seen during the camp day in an effort to minimize disruptions within a camp group. The toy(s) or phone will be returned to the parent during Rides Out on the same day. If you have questions, please contact the Camp Program Office.

LOST & FOUND

Our counselors strive to ensure children leave camp with all their belongings everyday. To help our counselors with this effort, please label everything!!! The YMCA is not responsible for lost, stolen or damaged clothing or equipment.

Lost and found will be placed at the top of the hill by the drop-off/pick-up area during Rides In and Rides Out every day so parents can check for missing belongings. All lost and found WILL be donated at three times throughout the summer.

BUDDY/GROUP REQUESTS

Families may request that a camper be placed in the same group as a friend. We will try our best to accommodate each request but cannot guarantee every placement. Camp Eagle Rock will make the best choice based on ensuring that each placement is age-appropriate and feasible to do so.

- To make a Buddy/Group Request, please visit our Buddy Request Form found [here](#)
- Requests MUST be submitted by close of business on Wednesday prior to the beginning of the session the camper will be attending. No requests will be taken after this time.

DAILY SCHEDULE AT CAMP

What does a typical day at Camp look like?

- After drop off: 9:30-10:00 Opening Assembly, Devotion, AM Morning Snack/Water/Bathroom Break
- 10:00-12:00: Specified camp activities and elective choice activities
- 12:00-1:00: Lunch and Camp songs/silly skits, PM Water/Bathroom Break
- 1:00-2:00: Group Games/Swim time on assigned swim days
- 2:00-4:00: Specified Camp Groups and Activities
- 3:00: Afternoon snack/water/bathroom Break
- 3:30: Pack up belongings and head to the assembly area
- 4:00-4:30: Closing Ceremony/Songs
- 4:30-6:00: Rides out and Large group games

It is of utmost importance that parents thoroughly read their “Welcome to Camp” Email with detailed information. “Welcome to Camp” e-mails will be sent to the e-mail on file with the camper’s registration every Thursday around noon. ** If you do not receive an email the Friday prior to camp starting, please contact bracefamilydaycamp@ymcacharlotte.org.

CAMP BOOMERANG

Camp Boomerang is an inclusion-based summer day camp for children with autism and other diverse abilities ages 5-15! Families please make sure to only register for Camp Boomerang, if your camper is someone who needs greater support such as a peer buddy, or three-on-one/two-on-one staffing assistance.

If you are a family with a camper who is registered specifically within Camp Boomerang, we will send out further details about the program and its typical schedule and activity offerings closer to his/her session.

SWIM TIME

Since we are an Outdoor Day Camp, we do try to offer swimming as an activity to help manage the heat as often as possible; however, not all campers participate in recreational swimming at camp. Please see the description below on whether or not your camper will have the opportunity to swim while at camp:

- All of our Camp Eagle Rock Traditional Camp Programs Full and Half Day will swim each day of the week

All campers are swim tested their first day in the pool under the direct supervision of certified lifeguards and camp staff. Parents can help speed up our swim testing by having your child swim tested before camp begins. Swim tests can be given at any YMCA of Greater Charlotte branch. If you are planning to have your camper take the swim test prior to his or her session, it must be completed by close of business the Wednesday before the session begins.

Certified Life Vests are available for any child not able to successfully pass our swim test. If a camper does not want to swim, they will be given alternative activities to participate in.

CAMP STAFF

The Brace Family YMCA is committed first and foremost to the safety of your child. We place a serious emphasis on safety standards by offering remarkable Counselor to camper ratios and requiring our counselors to complete 30+ hours of pre-camp training including CPR, First Aid, AED and Child Abuse Prevention. We conduct background checks and drug screenings on all camp staff and employees. Our counselors also learn child development best practices as well as techniques to encourage all campers to be inclusive and celebrate our differences.

We prohibit staff to from babysitting for campers during the summer season. Staff work diligently with children throughout the day and need time to renew their energy in the evenings and on weekends to help ensure providing a quality and safe program for every camper.

COMMUNICATION

Our primary form of communication about your campers experience prior to camp and during the summer months will be via email. Please make sure we have the current email address for the primary account holder.

- A confirmation e-mail will be sent to you within two weeks of your initial registration for camp.
- You will receive a reminder email the Thursday before each camp session begins with additional info about the upcoming camp session and directing you to more information on our Camp Central pages

POLICIES & PHILOSOPHY

MEDICATION POLICY

Please administer all medications at home before arriving at camp. If medications are required during the camp day, a "Medication Authorization Form" must be filled out and provided to the Camp Program Office. This form can be found on our Camp Central Page online. All medication including over the counter items must be dispensed by the camp office personnel.

If medication must be administered, all medications need to be provided to the YMCA in the original container, and will not be accepted otherwise. Due to the safety of all campers, no medication is allowed in a lunch box or book bag; all medications must be kept at the First Aid station or in the Camp Program Office.

These guidelines are for your child's safety. If your child has special circumstances that require additional attention (severe allergies, diabetes, etc.) please contact the Program Director prior to the start of camp.

WELLNESS POLICY

It is our sincere desire to provide quality care for your children while you take advantage of various services at the Brace Family YMCA. It is absolutely imperative that we work together to make this happen. The Brace Family YMCA can not provide care for sick campers. A child who is sick before camp begins should be kept home for his/her safety and the safety of others. Please be advised that any camper who exhibits any of the following symptoms or conditions will be required to be picked up and stay home from camp:

- The illness prevents the child from participating comfortably in camp activities
- The illness results in a greater care need than the staff can provide without compromising the health and safety of other children
- The child has any of the following conditions: temperature of 100 or more degrees in the ear; Signs of Possible Severe Illness, Uncontrolled Diarrhea, and/or Vomiting.

If any of the previous symptoms exist, we will notify a parent or emergency contact designee immediately. Moreover, the Brace Family YMCA Staff may require you to present a note from a health care professional certifying that it is safe for the child to return to care depending upon circumstance. All parents of non-ill children will be notified in case of contagious disease exposure.

Our staff members are not health care professionals, so they must make the best call for the greatest outcome for the most people. Please give them your support as they attempt to provide a healthy place for your child to receive care and instruction. There are no refunds for days missed due to illness.

EMERGENCIES

Routine scrapes and cuts will be treated by our staff. In the case of serious accident or illness, camp staff will contact you directly. In the event that you cannot be reached, the

authorization signed on your health form allows the staff to provide prompt treatment. Please note that in the event of serious injury, 911 will be called first. Should there be any changes in the emergency contact phone numbers, please notify us immediately.

INCLEMENT WEATHER POLICY

Your child's safety and well-being are our top priorities. The Brace Family YMCA camp leadership and staff pay close attention to the weather each day of the summer. While camp programming is modified based on inclement weather (heat index, rain or storm warnings), all camps are held rain or shine since we are an outdoor day camp; however, the YMCA reserves the right to cancel, delay or reschedule programs and field trips requiring the use of YMCA transportation based on inclement weather that could affect your child's safety and program quality.

During extreme heat & heat advisory days we will adjust our schedule to be inside during camp program hours. The safety and comfort of our campers is **always** our top priority and we want you to be aware of the changes we make to our camp schedule when the heat is on. Below are but just a few actions that we take to ensure the safety and enjoyment of all campers:

- Water breaks: While campers are encouraged to bring water bottles to every activity, groups will take scheduled water breaks after every activity. Water is also available at all times, every day.
- In addition to swim time, we will play games and activities that help keep kids hydrated and cool (like water fun).
- Frequent Transitions: Campers' time will be balanced between indoor or shaded activities and outdoor activities. If a group is outside for one rotation, their next rotation will either be indoors, or in a shaded part of camp. We will also take more breaks than usual to just "chill out".
- Camp leaders monitor all daily activities and adjust the camp day with outdoor activities happening in the morning when it's cooler. We will minimize heat and sun exposure by going inside or swimming during the hottest times of the day.

SUNSCREEN APPLICATION POLICY

Protecting skin from the sun's damaging rays is important. Please apply sunscreen all over your child's body before they arrive at camp. You may send an **aerosol** can of sunscreen with your child's name on it with your child **daily**. In addition, send a sunscreen stick for your child's face and ears. Do not send lotion or spray on sunscreen that needs to be rubbed in unless your child is able to reapply sunscreen themselves. Campers may not share sunscreen. Y staff will **assist** children in reapplying spray on sunscreen and sunscreen face sticks but we are NOT ALLOWED to reapply and rub sunscreen lotion on a camper. If you have questions about sunscreen or have a child who is allergic to sunscreen, please contact the Program Director.

INCLUSION PHILOSOPHY

The YMCA will make every reasonable accommodation possible to serve all children regardless of their developmental, physical or cognitive abilities. Please contact the camp

director in advance to discuss modifications that would be helpful in the success of your child in YMCA day camp.

BEHAVIOR MANAGEMENT PHILOSOPHY

The philosophy of our program is based on the character development and principles of caring, honesty, respect, responsibility and faith. It is expected that our staff show respect and courtesy to each participant and we expect each participant to show courtesy and respect to each staff. The staff will make every effort to relate to campers on an individual basis and not make the whole group responsible for the actions of one camper.

Every effort will be made by the staff to enlist the cooperation of the child and parents to solve problems. Staff will help participants learn self-control, choose alternatives, identify feelings and develop an understanding and respect for the feelings of others. The Brace Family YMCA and Camp Eagle Rock have a NO BULLYING POLICY and likewise we do not tolerate any form of it. We hold the right to remove a child from camp if he or she is putting the mental, physical, and emotional safety of other children and staff in jeopardy.

We document consistent behaviors of our campers and will ask that parents meet with camp staff if a behavior becomes a consistent concern. Camp staff will work with each family to determine the best course of action for consistent behaviors if they are becoming disruptive or harmful. If camp staff determines that suspension or expulsion from the program may be the best course of action for the safety of all participants and staff, then this will be communicated to the family.

PROCEDURES AROUND COVID-19

The YMCA of Greater Charlotte has a long history of prioritizing the health and safety of all camp participants to provide for a positive experience. And while this summer is no different, we know that camp protocols may change as new guidelines from local, state and federal agencies and partnering organizations update their requirements and recommendations. Please check the [Y website](#) for the latest updates.

Parent and Family Engagement

GETTING READY FOR CAMP

Camp is an opportunity for youth to learn responsibility and independence. Children can learn about themselves in a safe, supportive atmosphere. The most successful camping experiences often originate with both the parent and child well prepared for the experience. Here are some useful tips to help prepare you and your child for camp:

- Read books together about going to camp like *The Summer Camp Handbook* by Chris Thurber or *Off to Camp* by Myra Pravda.
- As a parent, emphasize your camper is "going" to camp rather than you are "sending" her.
- Leave notes in his/her daypack so she can find them during the day.
- If you have concerns or if there is something we should know (a recent move, serious illness, death, divorce, etc.) please call the Program Director directly.

CAMPER LITERACY

Did you know that kids can lose up to 2 or 3 months of reading skills over the summer? This is called the "summer slide" and it means that many kids will start the new school year behind where they finished in June. The YMCA of Greater Charlotte is committed to helping our campers stay on track for academic success, and we are excited to include reading in our traditional day camp this summer for campers in the early elementary grades.

Our goal is to help your child maintain their current reading level and continue to have an AWESOME summer camp experience. As part of our summer literacy infusion model, our campers will participate in read alouds, choice reading, writing, and games. We'll ask our campers to read as many sounds or words as they can in one minute at the beginning of camp, and then we'll ask them to do it again at the end of camp. It's a quick and easy way for us to make sure we're helping prevent summer slide!

We also encourage families to read at home, and campers can earn fun prizes. This summer families will have the option of using a paper reading log or online form to let us know they are reading at home. Want even more ideas to get your child ready for the next grade?! Check out readingcheckup.org where you can get lots of ideas to support your child with literacy.

Together, we can make sure your child continues to learn and thrive this summer. If you have any questions or suggestions about how we can better serve your child, please let us know. We look forward to a great summer!

ANNUAL SUPPORT CAMPAIGN

You can help other youth and families in need by pledging to our Annual Support Campaign. Each year the Brace Family YMCA assists families by providing camp scholarships so children and parents can experience summer programs at Camp Eagle Rock. For more information please visit www.ymcacharlotte.org or call us at 704-716-4200 to make a difference. If you have any materials such as board games, activities, crafts, or sports equipment that you no longer are in need of, Camp Eagle Rock would greatly appreciate any lightly used items you no longer plan to keep.

ADDITIONAL BRACE FAMILY PROGRAMS

The YMCA of Greater Charlotte and the Brace Family YMCA offers much more for youth and families beyond camp programs. For more information on the below programs please visit our website at www.ymcacharlotte.org.

- Sports
- Afterschool
- Aquatics
- Home school P.E.
- Rentals/Teambuilding at the Hemby Program Center
- Preschool
- Youth fitness activities
- Teen and pre teen dances
- Volunteering
- Active Older Adult Programs

PARENT RESPONSIBILITIES/UNDERSTANDINGS

- I understand that YMCA staff and volunteers are not allowed to transport children at any time outside of the YMCA program.
- I understand that I am not to leave my child at Camp Eagle Rock unless a YMCA staff or volunteer is there to receive and supervise my child.
- I understand that state law mandates the YMCA report any suspected cases of child abuse or neglect to the appropriate authorities for investigation.

REGISTRATION INFO & POLICIES

REGISTRATION DEADLINES

Registration ends at the close of business of the Brace Family YMCA front desk OR via online registration until 11:59 on the Saturday prior to the beginning of each camp week provided that space is still available; registration for the following camp week will be entirely closed after that time. Campers may not register unless all accounts are in good standing.

PAYMENT OPTIONS & SCHEDULE

Sessions must be paid in full prior to the start date of each session. Families may choose to provide payment either:

- In full at the time of registration
- Pay a non –refundable \$10 deposit at the time of registration per camp per child, and then provide a credit/debit card to be stored on file and charged according the payment schedule below.
- Remaining balances are due according to the *Balances Due Schedule* listed below. They will be charged to the Credit/Debit card on the due date or shortly after. A \$25 service fee will be charged to accounts for all funds that are unable to be drafted on the scheduled payment due dates. If payment is declined, we reserve the right to automatically retry the charge on any card on record without notification until payment is received.

CAMP WEEK		Payment Due Date
6/1/2021	6/4/2021	5/21/2021
6/7/2021	6/11/2021	5/28/2021
6/14/2021	6/18/2021	6/4/2021
6/21/2021	6/25/2021	6/11/2021
6/28/2021	7/2/2021	6/18/2021
7/5/2021	7/9/2021	6/25/2021
7/12/2021	7/16/2021	7/2/2021
7/19/2021	7/23/2021	7/9/2021
7/26/2021	7/30/2021	7/16/2021
8/2/2021	8/6/2021	7/23/2021
8/9/2021	8/13/2021	7/30/2021
8/16/2021	8/20/2021	8/6/2021

PAYMENT ADJUSTMENTS

If your membership status or program adjustment rate changes, you must notify BraceFamilyDayCampBusinessOffice@ymcacharlotte.org no less than 8 days prior to your child's camp start date. Rates are subject to change without notice if there are any changes to your membership.

OUTSTANDING BALANCES

Any camp week's balance that is not paid on or before the schedule due date, that week **WILL BE CANCELLED**. Any camp balances not paid on or before the due date will result a camper's registered camp session to be automatically cancelled. In addition, any outstanding balances for any other YMCA of Greater Charlotte program **MUST** be paid in full before you can register for any 2020 YMCA of Greater Charlotte programs.

CHANGES (ADDING, CANCELLING, CHANGING CAMPS)

Any changes to a camper's summer camp registration must be made in writing by close of business NO LATER THAN the Sunday 8 DAYS BEFORE the affected camp week starts. "Switching Camps" is the same as cancelling the original camp and adding a new camp (the Refund/Credit policy applies). All changes in payment type must be done 20 days before the upcoming draft date OR you will have to pay in full.

Changes will NOT be accepted via phone or by voicemail. You may provide your change in Writing via email to BraceFamilyDayCampBusinessOffice@ymcacharlotte.org. Changes will be made upon camp availability and time of submission. The BEST WAY TO MAKE CHANGES IS AT THE SERVICE DESK AT THE BRACE FAMILY YMCA.

REFUNDS/CREDITS

Camp fees may be refunded (or credited to my YMCA account) if you submit requests in writing by the close of business NO LATER THAN the Sunday 8 DAYS BEFORE the start of the affected camp week.

Refunds will be made based on form of original payment. Payments made by credit/debit card are refunded to the same card. Payments made with cash/check/money order are refunded by check, mailed to the address on file and may take up to 4 weeks.

Brace Family YMCA Camp Eagle Rock Day Camp Frequently Asked Questions

1. Who should I contact with questions about camp programs, registration, etc. prior to the beginning of summer?

- All Camp Program Questions can be brought to our Summer Camp Program Director: 704-716-4329 or BraceFamilyDayCamp@ymcacharlotte.org.
- Sports Camp questions can be sent to bracefamilysports@ymcacharlotte.org.
- Questions regarding Camp Boomerang can be brought to BraceFamilyCampBoomerang@ymcacharlotte.org or 704-716-4310.
- All Camp Payment Questions or Camper Registration/Information Changes should be emailed to our Brace Family Day Camp Business Office: BraceFamilyDayCampBusinessOffice@YMCACharlotte.org or Call Heather Van De Riet at 704-716-4233.

2. Once camp starts, what is the best way to reach Camp Leadership or the Camp Program Office?

- Camp Program Office: 704-716-4309 ; Camp Email: BraceFamilyDayCamp@ymcacharlotte.org
- Brace Y Front Desk: 704-716-4200
- Camp Registrar: 704-716-4233 or Heather.vanderiet@YMCACharlotte.org
- Camp Business Office: BraceFamilyDayCampBusinessOffice@YMCACharlotte.org

3. Where do I drop-off and pick-up my camper each day?

- **Camp Eagle Rock** is located at 9760 Happy Valley Dr. Charlotte, NC 28270 located off of Kuykendall Rd. about a mile away from the Brace Family YMCA branch.
 - For drop-off and pick-up, please follow the one-way circle carpool line to the top of the hill (Unless your camper is in Camp Boomerang OR is a Preschool Aged Camper – see directions for those programs below). Campers exit their cars and are then guided by Leadership Staff to meet with their group and counselor.
- **Sports camps** will take place at the Brace Family Y and drop off as well as pick up will take place in the parking lot near the water park

4. What are camp's Hours of Operation?

Camp Eagle Rock, All Sports Camp, & Teen Camp:

- Program Day (when campers will be with their assigned counselor) is 9:00am – 4:00pm.
- Early drop off is available starting at 7:00am with late pick up ending at 6:30pm.
- Rides In: 7:00am-8:45am
- Rides Out: 4:00-6:30pm

All Half Day Programs (Specialty Themed Camps, Camp Eagle Rock Half-Day (AM), & 3-4 Year Old Camps):

- Program Day (when campers will be with their assigned counselor) is 9:00am – 12:45 pm.
- Half Day Rides In: 7:00am-8:45am (8:00am for 3-4 Year Old Camps)
- Half Day Rides-Out: 12:45pm-1:15pm. Campers must be picked up no later than 1:15pm.

- Half Day Add On (PM) Rides-Out will take place from 4:00-6:30pm.
- Drop Off and Pick Up for 3-4 Year Old Camps will take place at the Purcell House underneath the carport (there are two carports—please take the fork to the right and use the carport on the right).
As you enter camp in the carpool line, follow signs for the Purcell House and turn left at the pond, driving through the paved parking lot.

Camp Boomerang Full Day Camp:

- Program Day (when campers will be with their assigned counselor) is 9:30am – 3:30pm.
- Early drop off and late pick-up is NOT AVAILABLE for Camp Boomerang.
- Rides In: 9:15-9:30am Rides Out: 3:30-3:45pm
- Drop Off and Pick Up for campers registered in Camp Boomerang will take place in the Purcell House parking lot. Follow signs for Camp Boomerang Check-In and park in the paved parking lot as you enter camp.

Rides In/Out Procedures:

- For Rides-In, please help us keep camp on schedule by having your child here by 8:45am for all programs except Camp Boomerang which should be here by 9:30am. If you are dropping off after 9:00am, please drive to the top of the hill, park in the gravel lot and bring your child to our Camp Program Office.
- For Sports camps at the Brace Y, after 9:30am you may go to the front desk and they will assist your camper to their group
- Please know that we serve a high volume of campers, and we ask for your patience as we help children to their cars during rides out. If you are picking up before 12:45pm for half-day programs and 4:00pm for full-day programs **please notify the Camp Program Office either by e-mail or phone call with at least 30 minutes notice** so that your child will be ready for you when you arrive. Note: Since most kids at camp are being picked up between 4:30pm and 5:45pm, we ask for your patience as your wait time can be between 5-10 minutes.
- When you or the authorized pick up person arrives to pick up a camper, **please have a photo ID ready to show to our camp staff.**

5. How old does my camper need to be to attend camp?

- Camp Eagle Rock with the Brace Family YMCA offers a wide variety of camps for children ages 3-15. Please check our website program search function for a listing of all available camps

6. When is camp offered?

- Summer Day Camp at Camp Eagle Rock offers sessions weekly beginning June 1st through August 20th, 2021.

7. What are the Weekly Themes at Camp Eagle Rock?

- Every week at camp is a different theme! Weekly themes are used to add more fun and excitement to each week of camp and to have some variety for kids that attend camp every week throughout the summer. Certain crafts, songs, games and activities will be geared around the weekly theme including having a costume/dress up contest every week on Wacky Wednesdays! Please see the weekly themes below:
 - Session 1: June 1 - 4 – Aloha Summer Week
 - Session 2: June 7 - 11 – Space Odyssey Week

- Session 3: June 14 – 18 – Wild Wild West Week
- Session 4: June 21 - 25 – Fairytale Week
- Session 5: June 28 – July 2 – Party in the USA Week
- Session 6: July 5 - 9 – Superhero Week
- Session 7: July 12 - 16 – International Week
- Session 8: July 19 - 23 – Lip Sync Week
- Session 9: July 26 - 30 – Time Travel Week
- Session 10: August 2 - 6 – X-treme Week
- Session 11: August 9 - 13 – Holiday Week
- Session 12: August 16 – 20 – Color War Week

8. What should campers bring to camp each day?

- Healthy lunch, water bottle, 2 snacks (am/pm). We are not able to refrigerate lunches, so we ask that you please pack lunch in a small cooler with ice pack or frozen water bottles.
- Swimsuit and towel with sandals to walk to and from pool from the changing area.
 - If participating in an aquatics camp, please come dressed in your swimsuit
- Plastic bag for the wet swimsuit and towel.
- Spray sunscreen and bug spray
 - Counselors will not be able to assist with lotion sunscreen
- Extra change of clothes (please label everything).
- Day pack or small book bag that your child can comfortably carry all belongings.
- Children should dress comfortably in clothes that can get dirty. We are an outdoor camp and campers will be outdoors 90% of the day.
- Please dress your kids in cool clothing for hot weather days (light colors, light fabric, hat, and visor).
- Although it isn't required we strongly urge kids to wear tennis shoes to protect their feet during camp activities.

9. What should I do if my camper has lost something? What is your process with lost and found?

- Our counselors strive to ensure children leave camp with all their belongings everyday. To help our counselors with this effort, please label everything!!!
- Lost and found will be placed at the top of the hill by the drop-off/pick-up area during Rides In and Rides Out every day so parents can check for missing belongings.
- Sports Camps will hold lost and found on site at the Brace Family Y for the camp week and donate after 30 days

10. Who is caring for my camper while he/she is at camp?

- Well-trained and energetic staff! Our counselors, camp staff and lifeguards are required to complete 30 hours of pre-camp training including CPR, First Aid, AED and Child Abuse Prevention. We conduct background checks and drug screenings on all camp staff and employees. Our counselors also learn child development best practices as well as techniques to encourage all campers to be inclusive and celebrate our differences.

11. What is your counselor to camper ratio? How many campers is one staff member responsible for?

- For our Pre-School Aged Camps, our ratio is 1:6
- For our Kindergarten Aged camps, our ratio is 1:10

- For our School Aged Camps, our ratio is 1:10
- For our Teen Camps, our ratio is 1:12
- All swim lessons are taught by certified swim instructors

12. Will my camper swim everyday?

- Since we are an Outdoor Day Camp, we do try to offer swimming as an activity to help manage the heat as often as possible; however, not all campers participate in recreational swimming at camp. Please see the description below on whether or not your camper will have the opportunity to swim while at camp:
 - All of our Traditional Camp Eagle Rock programs Full and Half Day Programs will swim each day Monday-Friday.
 - Specialty themed camps will specify in pre-camp communication if the group will be swimming (This includes all camps that are not aquatics or sports related – info regarding those camps can be found below)
- All campers are swim tested their first day in the pool under the direct supervision of certified lifeguards and camp staff. Parents can help speed up our swim testing by having your child swim tested before camp begins. Swim tests can be given at any YMCA of Greater Charlotte branch. If you are planning to have your camper take the swim test prior to his or her session, it must be completed by close of business the Wednesday before the session begins.
- Certified Life Vests are available for any child not able to successfully pass our swim test.
- No swim lessons are provided during our Summer Day Camp program.

13. May I request that my child be in the same group with another camper?

- Families may request that a camper be placed in the same group as a friend. We will try our best to accommodate each request but cannot guarantee every placement. Camp Eagle Rock will make the best choice based on ensuring that each placement is age-appropriate and feasible to do so.
- To make a Buddy/Group Request, please visit our Buddy Request Form found [here](#)
- Requests MUST be submitted by close of business on Wednesday prior to the beginning of the session the camper will be attending. No requests will be taken after this time.

14. What does a typical day a camp look like?

- While individual camp agendas vary, here's generally what camp looks like typically for morning, afternoon and full day sessions:
 - After drop off: 9:30-10:00 Opening Assembly, Devotion, AM Morning Snack/Water/Bathroom Break
 - 10:00-12:00: Specified camp activities and elective choice activities
 - 12:00-1:00: Lunch and Camp songs/silly skits, PM Water/Bathroom Break
 - 1:00-2:00: Group Games/Swim time on assigned swim days
 - 2:00-4:00: Specified Camp Groups and Activities
 - 3:00: Afternoon snack/water/bathroom Break
 - 3:30: Pack up belongings and head to the assembly area
 - 4:00-4:30: Closing Ceremony/Songs
 - 4:30-6:00: Rides out and Large group games

15. Our summer plans have changed. How do I cancel/change/add a session of camp?

Late Registration & Camp Add-On Process:

- Registration for each week of camp will CLOSE the Saturday before the following week of camp begins. If you want your child to attend camp the following Monday, you must register your children by the time the Brace YMCA Branch closes on the Saturday before the camp week begins.

Cancellation and Program/Session Change Process:

- All requests to change or cancel a program/session must be made in writing NO LATER THAN 8 DAYS BEFORE the affected camp week starts. Cancellations or changes not received by this time will result in a forfeiture of all deposits and fees paid towards that camp week. No refunds or vouchers will be issued for notifications made after the program session begins.
- Changing camps is the same as cancelling the original camp and ordering a new camp.
- Changes or Cancellations will not be accepted via phone by voicemail. Requests must be made in writing via email to bracefamilydaycampbusinessoffice@ymcacharlotte.org or at the Service Desk at the Brace YMCA.
- Changes will be made upon camp availability and time of submission.

16. When will payments be made/due?

- Session must be paid in full prior to the start date of each session. Families may choose to provide payment either:
- In full at the time of registration
- Pay a \$10 deposit at the time of registration per camp per child, and then provide a credit/debit card to be stored on file and charged according the payment schedule below.
- Debit/Credit Card Draft & Payment Due Dates:

CAMP WEEK		Payment Due Date
6/1/2021	6/4/2021	5/21/2021
6/7/2021	6/11/2021	5/28/2021
6/14/2021	6/18/2021	6/4/2021
6/21/2021	6/25/2021	6/11/2021
6/28/2021	7/2/2021	6/18/2021
7/5/2021	7/9/2021	6/25/2021
7/12/2021	7/16/2021	7/2/2021
7/19/2021	7/23/2021	7/9/2021
7/26/2021	7/30/2021	7/16/2021

8/2/2021	8/6/2021	7/23/2021
8/9/2021	8/13/2021	7/30/2021
8/16/21	8/20/21	8/6/21

