



2019
KEITH FAMILY YMCA
SUMMER DAY CAMP
PARENT
HANDBOOK

Keith Family YMCA Day Camp
8100 Old Mallard Creek Road
Charlotte, NC 28262
(D) 704-716-6702
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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, Christian-oriented indoor/outdoor experience that is safe, convenient and creative. These programs present age appropriate opportunities and activities that enhance the child's spiritual, 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.

To be everything a child needs for the eleven weeks that take place in between their school year. We recognize that we have the opportunity to spend up to eleven hours per day with a child during one of the most influential and impactful times of their lives. Our purpose is to help them grow in their understanding of themselves, of others, and of life. Through a constant focus on our 5 key character traits of Caring, Honesty, Respect, Responsibility, and Faith, our participants will grow spiritually, physically, socially, intellectually, and emotional. We will combine seriousness, silliness, and downright craziness to make sure all our campers have fun while they grow.

OUR 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.

STAFFING

A YMCA professional supervises all day camp staff, recruited through local churches, leadership organizations and from area high schools and colleges. All staff members are required to attend forty 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:

Camp Hotline Phone: (704)716-6702
Email: universitycitydaycamp@ymcacharlotte.org

Camp Director Laurie Soderholm Phone: (704)716-6739
Email: laurie.soderholm@ymcacharlotte.org

Account Questions Pam Howard Phone: (704)716-6708
Email: pam.howard@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 CHILDS NAME IN EVERYTHING – DAY CAMP OFFICE WILL RETURN ALL ITEMS LOST IF NAMES ARE PRINTED ON THEM)

- Lunch (preferably non-perishable packed in cooler) (No refrigerators and/or microwaves are available for campers)
- Refillable water bottle
- 3-4 drinks (H2O encouraged)
- Swim bag packed with towel and swimsuit, **clearly labeled.**
- 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, 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. YMCA staff will have cell phones when offsite. The YMCA is not responsible for items that are lost or broken at camp.

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 or flip flops
- Expensive clothing, dresses, 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 session 1 and 2 is due May 15
- Balance for session 3 and 4 is due June 1
- Balance for session 5 and 6 is due June 15
- Balance for session 7 and 8 is due July 1
- Balance for session 9 and 10 is due July 15
- Balance for session 11 is due August 1
- Any camp balances (camp fees, late fees, return check fees, etc.) is due on August 15 & September 1
- Unpaid orders will be canceled the day after balance is due

If payment is not made by the due date, the session(s) will be cancelled. If payment has not been received in full by the due 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. If payment arrangements have been made but the full camp fee has not been received by the Monday of the session, we will not be able to accept your child into camp.

My Y Pricing

My Y Pricing is the YMCA's rate structure designed to help us fulfill our mission by being affordable, logical, and relevant. As part of this rate structure, adjusted program rates are available to all who qualify. Both members and non-members 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 (including deposits), 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.** If you have pre-paid the balance of your session fees and provide a withdrawal by

the Sunday 8 days prior to a session from which you would like to cancel, you may be entitled to a refund of the balance due for camp including your deposits.

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.
- Parents 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. In the event that a child will be picked up by an adult not listed on the registration form, a parent note, including the person's name as it appears on their photo ID, is required. The individual must show photo ID during rides out. Help us speed up the rides out process by having your ID ready.

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 and/or separation document is in our file expressly forbidding such parent from picking up the child from our program, or from picking up at times not allowed by the court document. The court document 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 other parent. Otherwise, visitation will **NOT BE PERMITTED.**

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.

EARLY PICK-UP AND LATE ARRIVALS

We encourage you to leave your child at camp until the camp day ends so they will not miss out on activities and recognition of awards earned that day. We understand that there will be exceptions and when these occur, please send a note to the Day Camp office or call 30 minutes prior to the time you will arrive to pick up your child. Rides in ends at 9 am; campers arriving after 9 am must be signed in at the camp office. Rides out begins at 4:00 pm; please call at least 30 minutes prior to picking up campers before 4 pm. If we do not have prior notice of early pick up, it may take longer to retrieve your child. Please be aware that all campers are transitioning to assembly at 3:45 pm. Your patience is appreciated.

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 will be put in time-out 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, child, counselor and 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 medications are required during the camp day, please send enough for the entire session. All medications 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. All medication including over the counter items must be dispensed by the camp office. 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. This form can be turned in Monday morning at rides in.

If medication must be administered you should:

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.

YMCA PROGRAMMING

Other classes and/or programs offered by the branch are available for Day Camp participants. Please register your child during the regular registration periods for that program. We will not be responsible for taking your child to any particular program not related to camp.. It will be the parent's responsibility to pick-up child from camp and transport child to any other branch program. Camp will not be responsible for transferring your child to a program that begins after the 6:00 PM ending time. We CANNOT drop a child off in drop in care at any time

PARENT RESPONSIBILITIES and OPPORTUNITIES

EVALUATIONS

The YMCA of Greater Charlotte uses an independent marketing firm (Triangle2) to evaluate all of our programs. You may receive a call and/or email regarding your camp experience. We appreciate you taking the time to offer your feedback. If you do not receive a call and/or email, and would like to offer feedback for your camping experience please contact the camp office at **704-716-6702** or universitycitydaycamp@ymcacharlotte.org.

COME VISIT

You are always welcome to visit camp. We also encourage you to talk with our leaders or Camp Directors about the program and any needs or special successes your child is experiencing. We invite parents to come and eat lunch on Fridays! Please sign-in at the Camp Office before going to the groups.

WHAT'S GOING ON AT HOME?

Children's actions in camp often reflect situations they are experiencing at home (i.e. pet's death, divorce, sibling conflict, etc.) If any such disruptive or traumatic experience should occur, please inform the Director or counselor.

DAY CAMP STAFF AS BABYSITTERS

It is YMCA of Greater Charlotte policy that camp staff are NOT allowed to babysit any camper during non-camp hours. Please do not ask or offer any sitting services to staff involved with camp.

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. Parents may not leave children at the YMCA or program site unsupervised.
4. 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 for two weeks and then donated to charity. You can check for missing items at the Camp Office, Member Service Desk or Outdoor Pool Desk.

Camp Structure

SIGN IN/OUT PROCEDURES

Rides in begin every morning at 7:00AM and last until 9:00AM. During this time you may drive into the carpool line and we will escort your child from your car to camp. After 9:00AM you will need to park and bring your child in to the day camp office in order to sign him or her into camp.

The Camp Office will CLOSE daily at 3:15pm to transition all campers to rides out locations. During the time of 3:15pm to 4:00pm, camper check outs are not allowed due to the camp transition.

Rides Out begins at 4:00PM every day and last until 6:00PM. During time you may drive through the same carpool line and we will bring your child to you. 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.

HUDDLE ASSIGNMENTS

A Huddle is the group that your child is assigned to each week if they are not in a specialty camp. Huddle assignments are made 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 1:6 for 3-4 year-old campers, 1:8 for 5 year-old campers, 1:10 for 6-10 year-old campers, and 1:12 for 11-15 year-old campers.

WACKY WEDNESDAYS

Every Wednesday is a day to dress silly, according to a wacky theme. Your child may wish to dress in a creative costume. Please help your camper with costumes that still enable them to participate in camp activities. Details about each Wacky Wednesday will be posted on at www.ymcacharlotte.org under the youth development tab.

CAMP LOCATIONS

All camps operate on a rotating schedule utilizing indoor and outdoor locations unless otherwise noted by the camp director.

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 session.** 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.

INCLEMENT WEATHER

In rain or thunderstorms, Rides Out will operate from alternate designated areas. YMCA staff will escort your child to your car. With safety in mind, this process may take longer than it would in good weather. **If we feel conditions are unsafe, we will not risk the safety of campers or staff.** Thank you for your patience and cooperation.

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.

Air Quality Index (AQI) Values	Levels of Health Concern	Colors
When the AQI is in this range:	...air quality conditions are:	...as symbolized by this color:
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




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KEY

 Entrance

 Drop Off

 Pick Up