

YMCA SUMMER CAMP 2018 FREQUENTLY ASKED QUESTIONS



For questions not answered here, additional information, or concerns, please contact the Childcare Services office at 901.505.0959.

How do I register?

Registration is available online at ymcamemphis.org and can be completed on a computer, laptop or mobile device. Kiosks are available at YMCA branches if you need access to a device to complete registration. If you have trouble registering, please contact the Childcare Services office at 901.505.0959 for assistance.

How do I retrieve my login information?

If you have participated in YMCA programs before and have never received your login information or forgot it, click "Forgot Your Password" and complete the prompts to reset your password. If your email is not recognized or you cannot remember the one associated with your account, please contact the Childcare Services to update your information. If you have never participated in a YMCA program before, create an account on the Sign Up link.

Will I receive a confirmation of my summer camp registration?

Yes, you will receive a receipt by email with contact information on the receipt. In addition, you will receive an email within one week of your registration that contains location specific information, including a parent information packet listing theme weeks and other specifics about your camp. Once the field trips for your camp have been confirmed, you will receive an email with that information. Additionally, you will receive an email with the parent meeting date, time and location as it gets closer to camp.

What payment is due at registration?

The registration fee is required at registration. The registration fee is waived for families who have a household membership with the YMCA.

Registration fees vary by location:

- Tipton County (Munford), Davis, Arkansas, Fogelman Downtown YMCA and Northwest Gibson County YMCA sites:
\$50 per child up to 2 children. The third child pays no registration fee.
- Desoto County: \$75 per family
- All other sites: \$75 per child up to 2 children. The third child pays no registration fee.

My family doesn't need care every week. Can I register for only the weeks I need care?

Yes. You only register for the weeks of camp you need and you will only pay for the weeks your child attends. Additional camp weeks may be added online or at any YMCA after your original registration. You do not have to pay an additional registration fee.

What if we want to change our schedule once we are enrolled?

Any changes in enrollment, such as a change in location are based on current availability. To add a week of summer camp, you can register at any YMCA location or you can log in to your YMCA account online. If you register for weeks that your child does not attend, you will automatically be drafted a \$10 administration fee.

How much does summer camp cost?

Fees vary by location and include weekly tuition and a one-time registration fee. Check our camp brochure for rates information. The registration fee is waived for families who have a household membership with the YMCA. Income-based discounted rates are available for all of our camp locations. Please contact the Childcare Services office at 901.505.0959 for more information. Applications to apply are located online at ymcamemphis.org.

How do I pay?

All payments are due weekly and are required to be automatically drafted. Payments are drafted Friday for the upcoming week of camp. Payment options include the following:

- Debit or Credit Card Funds drafted from a Visa, Mastercard, American Express or Discover card.
- EFT (Electronic Funds Transfer) Funds are drafted directly from your bank account. Keep in mind that it will take 3 – 4 days to clear your bank account.

When are payments due?

Full payment for the week of camp is due the Friday before each week begins and is drafted from the auto-draft option you indicate at the time of registration. Returned drafts will automatically be reprocessed.

What if my payment is late?

A \$20 late payment fee will be charged if the payment is not made by midnight on Friday draft dates. A \$30 returned item fee will be charged for any payments returned for insufficient funds. Late or returned payments may result in a lapse in childcare services.

I need assistance with my summer camp payments. Is financial assistance available?

Yes. Income-based discounted rates are available at all of our camp locations. Please visit ymcamemphis.org to apply.

Are fees prorated for days my child does not attend summer camp, such as holidays or days my child misses day camp because of illness, other commitments, or inclement weather?

No. The weekly fee is the same every week. Fees are based on enrollment rather than attendance. Fees will not be prorated due to days missed for illness, other commitments, or inclement weather.

What should my child bring to summer camp?

- Swim suit (appropriate for a family environment) and towel on scheduled swim days.
- Water bottle
- Sunscreen SPF 15 or higher
- Backpack or camp bag to store wet swimsuits and lunch boxes.
- Sack lunch: We hope that you will partner with us in promoting healthy lifestyles by packing a nutritious lunch for your child. All campers should bring a non-perishable lunch and a beverage to camp daily unless otherwise notified. Please do not include candy or soft drinks. Lunches will not be refrigerated; therefore, we ask that you send lunches that do not contain food items that will spoil if not kept cold. Please do not provide your camper with food that will need heating, refrigerating or microwaving as the camp sites are not equipped to do this. Camp staff is not responsible for food preparation or pre-heating meals. Please mark all lunches with the camper's first and last name.

Please leave all personal items such as toys and electronics at home. We also strongly suggest that you label all of your child's belongings with his or her first and last name.

What should my child wear to summer camp?

We plan each day of camp to be full of activity. Comfortable clothing and shoes made for running and climbing are a must. Sometimes fun can be messy, so please wear clothing that can get dirty. A cap or hat for sun protection is advisable. The 2018 YMCA Summer Day Camp shirt must be worn on all field trips. This allows us to easily identify our campers in public situations and keep your child safe. If your child does not wear the official camp shirt on the field trip day, the parent will be required to purchase a camp shirt for \$6.00. This will automatically be charged to the account on file.

What will my child do all day?

A typical day of summer camp will include a morning group meeting, lunch, swimming/field trip and activities. Activities may include reading, STEM activities (science, technology, engineering and math), and large group activities typically in the gym to promote good physical health. Our goal is to engage each child in age appropriate activities where they can learn, grow and have fun!

Is the summer camp licensed?

Tennessee: Summer camps operate under an exemption issued by the Department of Human Services in lieu of a license because they operate less than 90 days.

Mississippi: Camps are held at the same schools as the Before & After School programs, which operate under a childcare license.

Arkansas: Camps are held at the same schools as the Before & After School programs, which operate under a childcare license.

What is the counselor to camper ratio for summer camp?

We follow state laws that require us to keep a 1 to 17 staff to student ratio. In many cases, our staff to student ratio is as low as 1 to 12 -15. The younger camper groups have a lower counselor to camper ratio than the older camper groups.

How do you ensure the health and safety of children in summer camp?

The safety of the children in our program is our first priority. All childcare staff receives multiple training opportunities and are First Aid, CPR and AED certified.

No child, regardless of circumstances, will be allowed to leave the care of the YMCA staff with an unauthorized person. Children will only be released to the people listed on the registration forms. Adults authorized to pick up a child must be at least 18 years old and will be required to show a valid photo ID. In the event that a child is not picked up by the time the program closes, the child will remain supervised at all times. A late pick-up fee will be automatically drafted with your next weekly payment. Staff members will make numerous attempts to contact the parent and/or emergency contact.

May I pick up my camper when they are on a field trip or swimming at the Y?

Campers may not be signed in and out of camp while away from the camp location.

What if I pick up my child late?

In the event that a child is not picked up by the time the program closes, the child will remain supervised at all times. A late pick-up fee will be charged to the account at the rate of \$1 per minute per child with a minimum fee of \$10. It is essential for your child's safety to provide at least two other persons who are able to pick up your child in the event you are unable to pick them up before camp closes.

How can I add someone to my pick-up list?

Written authorization can be submitted to your camp site location. If you have an emergency, we will accept an email from the address registered on your YMCA account to the Site Director, providing that you receive a response back before the child is picked up. The safety of your child is more important than any inconvenience.

How are my children supervised while swimming at the YMCA during summer camp?

Most campers swim each day at the closest YMCA, except on field trip day. Extra lifeguards are scheduled when campers are swimming, both on the pool deck and in the water. Lifejackets are available for non-swimmers or you may send your own from home. In addition, counselors watch the campers and support the lifeguards in enforcing the pool rules.

Are lifejackets available to non-swimmers?

Yes, each YMCA will provide lifejackets to non-swimmers, if needed.

What if my child cannot swim?

A swim test is conducted at the beginning of camp or on the camper's first day of camp. Campers are assigned a colored swim necklace based on their demonstrated swim skills. A green swim band indicates a camper who can swim 25 yards without stopping or holding onto the side, tread water and float on their back for one minute each; they may swim anywhere in the assigned pool area. A red swim band indicates a camper who cannot perform these skills; they must stay in the designated red swim band area and will be given a lifejacket, if needed. Campers may take the swim test weekly, if desired.

How are the campers transported to and from camp activities away from the camp location?

All campers are transported on leased buses for activities away from the camp location. Most buses are air conditioned, have onboard cameras and GPS tracking systems. The drivers are YMCA employees and have at least three years driving experience, verified excellent driving records, approved drug screens and background checks.

How often do campers go on field trips and where do they go?

Campers attend a field trip once a week with their age group. A typical field trip destination would be bowling, roller skating, Pink Palace Museum, Children's Museum or an educational program at Shelby Farms. The field trip list for each camp will be available once complete via email and at the Parent Information Meeting just prior to the start of camp.

How do I find out more about my camp?

You may always call Childcare Services at 901.505.0959 if you need more information or visit ymcamemphis.org.