



# CAMP IREDELL

Parent Handbook 2019

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## PARENT HANDBOOK 2019

Thank you for your interest in our Camp Iredell summer day camp program!

The following information is intended as a guide for parents, and also includes camp guidelines and procedures. **Please read this information carefully! Payment information and policies are included!**

*For any child registered in our program(s), we want to make sure that your child is in the right environment for them. All children are different, and if we (or you as a parent) feel that our program is not a good fit (developmentally, emotionally, physically, etc) we can discuss their continued participation as needed. Our goal is to provide fun, appropriate, and affordable programs for all involved.*

**Please feel free to contact our office with any questions, special circumstances, feedback, suggestions, etc.**

**2019: The Pre-Enrollment Questionnaire open March 25. Registration for weekly sessions opens Monday, April 1<sup>st</sup> (6am online, 8am Office/Rec Center).**

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## GENERAL CAMP INFORMATION

Camp Iredell is an exciting day camp offered for 6-8 weeks during the summer. The program is designed to incorporate a wide variety of fun and educational activities, and includes regular off-site field trips.

This program travels frequently (usually 4 days a week, weather permitting) in order to provide the campers with exposure to and enjoyment in an assortment of activities. Activities may include, but are not limited to: swimming, crafts, movies, bowling, environmental activities, games, guest speakers, and other field trips such as science centers, sporting events, theme parks, etc.

**The Camp Iredell program is open to children age 5 through age 11 (approximate grades K-5).**

## CAMP DATES

Each session of camp operates Monday-Friday, with the exception of holidays.

### 2019 Dates

**Camp will be closed on Thursday, July 4 and Friday, July 5 for Independence Day (during Week 3).**

**Week 1: June 17 - 21**

**Week 2: June 24 - 28**

**Week 3: July 1 - 3** (No Camp Thursday, July 4 and Friday, July 5)

**Week 4: July 8 - 12** (Carowinds trip on Wednesday, July 10)

**Week 5: July 15 - 19**

**Week 6: July 21 - 26** (Emerald Pointe Water Park trip on Wednesday, July 24)

*\*Dates subject to change. Dates can be effected by potential changes with the Iredell-Statesville Schools calendar or other circumstances.*

## CAMP TIMES

Please respect these time schedules. There may be days where the group will leave the site later in the morning and/or return earlier in the afternoon than normally scheduled, but please *do not expect this on a regular basis*.

### **Morning Drop-Off: 7am-8:30am**

- Camp Iredell will open for campers beginning at **7:00am**.
- We are not responsible for children who are dropped off early and/or prior to staff arrival.
  - We have had issues with children being dropped off early, while staff are setting up in other areas. *Please be sure that staff sees your child entering the building, and that your child is checked in with the camp staff (see "Check-In" section).*
- **The camp bus departs the site at 8:30am** on most travel days. *Loading may begin prior to 8:30am. Be sure to have your child at camp prior to the 8:30am departure time (8:15 is recommended).*
- **Camp will not wait for your child to arrive, and they may miss the bus if they are late.**

**Daily Activities: 8:30am-4:30pm** (See the "During The Day" section for activity information)

### **Afternoon Pick-Up: 4:30pm-6pm**

- The camp bus is scheduled to return to the sites by **4:30pm**.
- **All campers must be picked up by 6:00pm.**

- **A late fee will be charged for pick-ups that are after 6:00pm.** *Recurring late pick-ups may result in registration cancellation, in addition to fees.* See the “Payment Information” section for additional details.

Some trips may require earlier drop-off and/or later pick-up due to distance/travel time (ex: Carowinds, Emerald Pointe Water Park, NC Zoo). Notification for modified drop-off/pick-up times will be provided on the weekly schedule.

## DROP-OFF/PICK-UP SITES

You may choose one of three locations during registration, which will be used as the designated drop-off/pick-up site for your child for the camp session. *Site information such as directions, and site maps, are available on the camp website, in the “Directions & Maps” section.*

**Mooresville Site: Mt. Mourne IB School (Gym)**, 1431 Mecklenburg Hwy, Statesville NC 28115  
*Maximum 55 Campers Per Session*

**Statesville Site: East Elementary School (Gym)**, 400 East Elementary Rd, Statesville NC 28677  
*Maximum 35 Campers Per Session*

**NEW! Troutman Site: Iredell County Recreation Center (Gym)**, 122 Grannis Lane, Statesville NC 28677  
*Maximum 20 Campers Per Session*

Camp will provide activity options at the school sites during morning drop-off and afternoon pick-up times, such as board games, movies, coloring sheets, and sports equipment (ex: basketballs).

We have two Activity Buses that are used for off-site travel. The Mooresville location will use one bus, and this bus will be referred to as “Camp Iredell- South”. The Statesville and Troutman sites will combine together during travel days on the other bus, “Camp Iredell- North”. Our site maximum is based on our bus capacity at those sites (to include campers, staff, & supplies), in addition to any space considerations or budget parameters for staffing, activities, etc. *Due to capacity limitations at many of the activity sites, the Camp Iredell-North and Camp Iredell-South buses will have different activity schedules.*

## CHECK-IN & CHECK-OUT

All registered campers are listed on a roster at the school site. If your child is not listed on the roster for that location, they will not be permitted to stay at camp (Non-registered children are not the responsibility of ICPRD staff). *It is the responsibility of the parent/guardian to be aware of the sessions your child is registered/not registered for.*

***You will be required to contact the Recreation Office to settle any registration issues.***

***Camp staff/sites are not permitted to accept payments, and they do not have access to the registration system.***

**Morning Check-In: 7am-8:30am**

- Upon arrival, staff will check-in your child on the roster/list. Parents are not required to sign or check-off anything in the morning, as staff will monitor the list.
- ***Please be sure that staff sees your child entering the building, and that your child is checked in with the staff.***
- ***We are now requesting that parents/guardians escort their children into camp for their first day each week, in order to confirm that their child is listed on the weekly roster. We have had some issues with non-registered children being dropped off at camp, and the parents are gone before their child checks in with staff.***

## **Afternoon Check-Out: 4:30pm-6pm**

- ***For the protection of your child, parents/guardians (or authorized designees at least 16 years old) will need to sign their child out of camp each afternoon (please have ID available if requested).*** Camp staff will monitor these sign-out sheets each afternoon.
- Please notify the staff/office in advance (in writing/email) of any changes to the release/pick-up permissions list.
- Parents may wait at the camp room door, and can begin the sign-out process once the group has returned to the room for the day.
- ***For everyone's safety, please do not try to pick-up your children in the parking lot or directly from the bus.***
- ***Please do not block or park in the areas where the camp buses & vans park.***

**Other Arrivals/Departures:** If you need to bring your child to camp after the site departure, or pick them up from camp before they return to the site(s) (for doctor/dentist appointments, etc), you will need to be prepared to travel to meet the camp at their activity site. Please be aware that some activity locations may be in excess of 30 minutes from your child's particular drop-off location. If you are able, we recommend scheduling appointments on Fridays (when camp does not travel), or on mornings when camp is at the movies (usually at the Statesville theater, either Tuesday or Wednesday depending on the site). ***Please note that camp will not wait on parents, alter the camp schedule, or meet parents outside of locations listed on the schedule (unless in an emergency situation).***

- Inform the camp staff in advance (at least 1 day if possible) of any necessary drop-offs or pick-ups outside of normal drop-off/pick-up times, with a reminder the day of.
- Contact the Recreation Office ***prior to traveling*** to meeting camp, so that you can confirm the location of the camp, and their arrival/departure/duration at the location.

## **DURING THE DAY**

Camp will travel most\* days (schedule/weather permitting) by activity bus (or van, with small groups/events) to various activity sites. These sites could be parks, pools, movie theaters, bowling alleys, science centers, athletic/activity centers, local businesses (tours), etc.

The schedule changes daily, although the activities scheduled each week can be fairly similar. For example, camp usually swims twice a week/session, but rotates between several different pools throughout the summer. We usually have 1-2 arts & crafts projects each week. Most weeks, camp will go to a movie, and we try to have a guest speaker every 1-2 weeks.

Each week of camp also has a "featured trip". This trip is usually either Tuesday or Wednesday (depending on the site you use), and campers will wear their camp shirt on this trip (noted in the weekly schedule). A *camp shirt will be provided during your child's first week of attendance*. Examples of previous "featured trips": theme parks (Carowinds, Emerald Pointe Water Park), baseball games (Kannapolis/Hickory/Charlotte), science centers (Discovery Place, SciWorks, Catawba Science Center), or other educational, historical, or fun places (Transportation Museum, Dan Nicholas Park, Zootastic, etc).

*Camp Iredell (2 buses) and Camp Iredell Adventures (2 vans) operate on different schedules, however they may visit some places together (Carowinds, Emerald Pointe, baseball games, etc) due to limited date choices and/or group pricing limits.*

***\*Travel days and scheduled activities are subject to change due to weather or other circumstances. Please note that on Fridays (usually in June and July), Camp Iredell may not be able to travel off-site. This is because we utilize Iredell-***

Statesville Schools activity buses for travel, and during the summer I-SS facilities (and bus garage) operate on a 4-day work-week (Mon-Thurs) to save on operating costs. They currently do not let our buses operate if the bus garage is closed. We will plan activities at the school site locations on these days. (This limitation does not apply to Camp Iredell Adventures, ages 11-13. CIA uses ICPRD Vans).

## WEEKLY SCHEDULES

Weekly schedules will list the outline for each upcoming week of camp, including camper locations, special needs, and important reminders (see sample below). You can find them online (posted by the Wednesday prior to each session start) on the Camp Iredell “Dates, Prices, and Schedules” page on the ICPRD website at [www.co.iredell.nc.us/331](http://www.co.iredell.nc.us/331). Paper copies will be available at the sites by each Thursday before the session start.

Schedules are determined in advance, but are not posted for distribution until a few days before the session is set to begin. This is because last-minute changes (due to weather forecasts or other unforeseen circumstances) can occur, and we want to make sure parents have the most accurate schedule possible.

**Contact the Recreation Office if you need schedule information prior to the distribution.**

In the event of inclement/extreme weather (ex- rain/storms, high temperatures for extended periods, etc) or other unforeseen events that may occur during the day, the schedule may be modified at that time to adjust for those circumstances. *Please call the Recreation Office if you have questions during the day. Refunds will not be given in the event of a schedule change/cancelled activity.*

**Sample Weekly Schedule (NOT a schedule for 2019):**

<b>CAMP IREDELL</b>					
<b>Week Five: July 13th-17th</b>					
	Monday- 13th	Tuesday- 14th	Wednesday- 15th	Thursday- 16th	Friday- 17th
			<i>Wear camp shirt and a hat!</i>		<i>Twin Day!</i>
	<i>Wear swimsuit!</i>			<i>Wear swimsuit!</i>	<i>Shoes &amp; socks (Mville)</i>
Morning	Sloan Park (Salisbury) <i>Craft: Owl Masks</i>	Statesville Marquee Movie: <i>The Lego Movie or Penguins of Madagascar</i>	Hickory Crawdads <b>Baseball Game</b>	Yadkinville Park <i>Games and Fun!</i>	School Sites! Field Day (Mville) <i>Guest Speaker: Fire Safety (Sville)</i>
Mid-Day	Lunch	Soccer Complex Lunch	Lunch Provided! (Hot dog, chips, drink)	Lunch	Lunch
Afternoon	<i>Swim Test</i> Swim @ Blue Waters Snack	Zootastic Animal Park <i>Tour &amp; Wagon Ride</i> Snack	<i>Hickory Crawdads vs Greensboro Grasshoppers</i> Snack	Swim @ Yadkinville Pool <i>Campers of the week</i> Snack	<i>Craft: Wooden Animals</i> Water Games, Movie Snack
5pm	Arrive Back at School Sites				
<p><b>Wednesday:</b> Lunch is provided (Hot dog, chips, &amp; drink). Wear your camp shirt &amp; hat (baseball glove is ok)!  <b>Friday:</b> Dress the same as a friend for Twin Day! Mooresville needs socks &amp; shoes for Field Day.  <b>Note:</b> Be sure to bring a WATER BOTTLE, swimsuit, towel, tennis shoes, &amp; socks every day!</p>					

## CAMP GUIDELINES & POLICIES

### AGE ELIGIBILITY

**Ages for Camp Iredell are age 5-11. Camp Iredell Adventures ages are 11-13.**

Our policy is that children need to be within the appropriate age range at the time they start camp (due to the high demand and limited availability). For the younger children (age 5), it is helpful if they have had experience in a group environment (ex: daycare, pre-school, or kindergarten), although this is not required to attend. For older children, as long as they are the appropriate age at the beginning of camp, they are eligible to continue to attend for the remainder of the summer. Eleven (11) year olds can be in either program, or alternate between programs if desired.

*For any child registered in our program(s), we want to make sure that your child is in the right environment for them. Please make sure that this program is appropriate for your child. All children are different, and if we (or you as a parent) feel that our program is not a good fit (developmentally, emotionally, physically, etc) we can discuss their continued participation as needed. We have up to a 1:10 ratio with our staff and campers, and unfortunately we do not have the resources to offer a lower ratio for those who may require more specialized care.*

**Age 5+:** Children may begin attending Camp Iredell at age 5. Prior attendance in kindergarten is not required (though beneficial). Children need to be comfortable managing their items during the day (backpack, lunch, shoes, swimsuit, etc), following instructions and behavior guidelines, being part of a large group, and be able to change clothes & use the restroom independently. Please be aware that this program travels frequently, and there is no designated nap time. This environment may be too overstimulating/tiring for some children.

**Age 11-13:** 11 year olds can be in either program, Camp Iredell or Camp Iredell Adventures. If a child turns 12 prior to the start of camp, they would not be eligible for Camp Iredell, but would still be eligible for Camp Iredell Adventures. If a child does not turn 12 until after the start of camp (summer birthday), they would still be eligible to attend Camp Iredell for the remaining weeks they are registered. They could also attend Camp Iredell Adventures if desired, or alternate between the two.

If a child is 13, they can attend Camp Iredell Adventures (not Camp Iredell) as long as they do not turn 14 before camp begins. Children age 14 and older are not eligible to attend the CI & CIA programs.

***Due to extremely limited openings in these programs, children outside of the age ranges will not be considered.***

**With our online registration system, if your child ages out during/between the sessions, you may need to contact the office to continue the registration process for sessions past the DOB.**

*If you have questions concerning your child's eligibility (age, level of readiness/functioning, etc), please contact our office.*

### WHAT TO BRING

**Please label all items brought to camp!**

Your child will be responsible for keeping up with their belongings. There will be a "Lost & Found" area at camp for any displaced items. Please let staff know as soon as possible if your child is missing an item.

***Camp Iredell is not responsible for any personal item(s) brought to camp (including damage and/or loss).***

**Be sure that your child wears appropriate attire and/or footwear to camp.**

- **Backpack/Bag:** To hold your child's belongings. Please make sure your child is able to carry it to/from the bus, pool, etc as needed.
- **Water Bottle:** Water is available throughout the day (via fountains or water coolers). Bring a bottle to refill as needed. Insulated bottles with closing lids are best, so that water will stay cooler longer, and not spill. *NO glass bottles.*
- **Lunch:** Bring a lunch & drink each day (in a lunch box/cooler, paper bag, etc). We do not have a way to keep lunches cold or to heat food. We typically eat lunch around 11/11:30am. For some trips, lunch may be provided (Carowinds, Emerald Pointe, etc), and this will be noted on the weekly schedule.
- **Close-toed Shoes & Socks:** Close-toed shoes (sneakers, sport sandals) are recommended EVERY day. Even if your child is not wearing close-toed shoes, please pack them in their bag, along with a pair of socks. Schedule changes can happen, and some activities require socks or close-toed shoes (kickball, bowling, indoor play gyms, etc). Many kids prefer sport sandals with a closed-toe, in which case parents would only need to pack a pair of socks. Flip-flops or other sandals may be ok for swim times, but are not recommended for running activities.
- **Swimsuit & Towel:** Please bring a towel and swimsuit EVERY day, even if not scheduled to use them. Many kids like using their towels to sit on (gym, grass, bus), and camp could have impromptu water events on hot days (relay races, sprinklers, water balloons, etc), that your child may prefer to change for. On swim days, please have your child arrive at camp with their swimsuit on under their clothes. Children will be able to change out of their swimsuits after swim time, if they choose.
- **Camp Shirt (Tuesdays or Wednesdays):** Each child will receive one complimentary camp shirt. Campers need to wear their camp shirt for the featured trip of the week, which is usually either on Tuesday or Wednesday (depending on your site, and noted on the schedule). If your child loses their camp shirt, please have them wear a shirt of the same color when needed.
- **Money & Pouch with Clip/Pin (Optional):** Children are not required to bring money to camp. However, many parents send money so that their child can make purchases at gift shops, snack bars, arcades, etc *when this option is available.* If you choose to send money, it will be the camper's responsibility to keep up with it. Lost money will not be reimbursed. It is recommended that parents put money into a labeled money pouch/wallet, preferably with a clip or pin so that it can be attached to/in a bag (or if at the pool, to their shoe or towel). Please be aware: most children will spend all of the money they have available, so please choose your amount wisely. Also, in the event that there are issues at camp (such as disruptive behavior, leaving trash, etc), these optional purchases may not be available.
- **Snack Foods (Optional):** A snack & drink (juice/water) is provided by camp in the afternoon, usually around 3pm. If your child needs additional snacks, or they need/prefer a snack that we do not offer, you may pack a/another snack. Because our camp travels, the snacks we provide are pre-packaged items, such as crackers, chips/pretzels, fruit snacks, cookies, etc.
- **Sunscreen (Optional):** Sunscreen (SPF 50 or higher) is provided by camp, however, if your child requires a particular kind of sunscreen (due to allergies, etc), they may bring sunscreen with them. See the "Sunscreen" section on page 9 for more information.

**Please do NOT bring toys or electronics (cell phones, tablets, game systems, etc) to camp.** These items are problematic and distracting in a camp setting. If your child would like to bring a book to camp, that is acceptable as long as there are no issues. If children bring other items to camp, they will be asked to put them away, and to leave the item at home. If they continue to bring these items, they may be brought to the Recreation office by the camp staff to be picked up by the parents.



**Camp will provide activity options at the school sites during morning drop-off and afternoon pick-up times,** such as board games, movies, coloring sheets, and sports equipment (ex: basketballs). Campers are responsible for keeping up with the items they use, and for returning them to the appropriate place when they are finished.

***Weapons, items intended to cause harm, and/or illegal drugs are not permitted at camp. Persons with these items will be asked to leave (participants will be suspended), and law enforcement may be involved. Additionally, school properties have their own restrictions and consequences for weapons and drugs.***

## TRANSPORTATION

We use Activity Buses from the school system or county-owned 15-passenger vans for travel (the vans are for smaller groups/special events, for ages 8 and older).

**The camp bus is scheduled to leave the site at 8:30am each morning, and return to the site by 4:30pm.**

### Travel Guidelines:

- **Loading:** All campers are to line up quietly and orderly with their belongings in a designated area. After which, the campers may walk to the bus/van and choose their seats. We may assign seats if necessary, due to safety, behavior/discipline concerns, etc.
- **On Board:** For everyone's safety, campers will need to remain in their seats while the bus is in motion (no standing, laying in the floor, turning backwards, changing seats, etc). Loud talking/noises or throwing objects (in or out of the vehicle) will not be allowed. Due to potential safety concerns, eating and drinking are not allowed on a moving bus. A trash bag is provided at the front of the bus, and we ask that all trash is picked up each afternoon.
- **Unloading:** Campers are to gather all their belongings, and exit the vehicle in an orderly manner. The children are expected to remain in line while departing the bus and follow the camp staff's directions. We ask that all children remain with the group until they have returned to the camp room. ***For everyone's safety, please do not try to pick-up your children in the parking lot or directly from the bus.***

## SWIMMING

Camp Iredell typically swims two times a week, weather permitting. Camp rotates between several pools in & around Iredell County. When swimming in pools there are lifeguards on duty, as well as our camp staff (for general supervision).

**Swim Test:** In order to determine the swimming level of the children, they will be given a swim test by the camp staff. Swimming ability is divided into 3 levels: red, green, and blue (beginner, intermediate, advanced). Children will wear colored wrist bands that coordinate with their swimming ability and/or size, which will distinguish which area of the pool they can or cannot be in. Pool areas/boundaries will be determined by the camp staff and may vary based on the venue. Please note that some venues may have their own specific rules for swim levels/skills, height requirements, etc. *We do not provide instructional swim courses.*

**Please respect the judgment of the staff regarding swimming ability.** *We are a large group, and our staff will err on the side of caution when determining swimming ability. Even though your child may be an independent and seemingly "strong" swimmer at home, we will be in a large group environment at potentially crowded/busy locations, usually with the general public, and will use cautious judgment for determining swimming ability. Specifically, "strong" swimmers who are very young or small, may be given a lower level than their swim ability for safety considerations. Campers may retest periodically as their ability improves (time permitting).*

- **Red Level (Beginner):** *Camper can't swim or is a weak swimmer (ex: dog paddles). Life jackets are required to be worn in the pool, or while near the pool boundaries (within ~5ft). They must stay in the*

shallow end (no further than where the water is at or below shoulder level, if available). “*Splash Pads/Zones*” or “*Water Playgrounds*” may not require a lifejacket, due to low or zero standing water levels (usually under 18”).

- **Green Level (Intermediate):** *Camper has some swim skills above and/or under water, but is not a “strong” swimmer.* Life jackets are not required. They may only go to a depth where they can touch the bottom and the water is at or below shoulder level.
- **Blue Level (Advanced):** *Camper is a strong independent swimmer, and is comfortable in all skills and areas of the pool.* Life jackets are not required. They may go in any areas of the pool that are open to our group.

Life jackets (vests and/or puddle jumpers) are provided and required to be worn by children in the beginner/red level. Other levels may use a life jacket if extras are available, but they must be worn properly.

Wrist bands for swimming will be provided by the camp, and we ask that the children keep up with these bracelets through the summer, as long as possible (do not cut/tear them!). It is expensive to continuously replace these bands for a group of our size, and it is also time consuming to redistribute bands prior to each swim time. Staff may collect swim bands at the end of the swim time, and distribute them at the start of the next swim time, if needed. Please let the staff know, prior to a swim test, if your child may need to remove their swim band at the end of the day or week. Some are snap-on bands, others are silicone/rubber (not adjustable, but flexible). For the snap-on bands, they must be sized appropriately, or otherwise cut, to be removed.

## SUNSCREEN

Sunscreen (SPF 50 or higher) is provided by camp, and applied (and/or application is observed) by the staff (per parental permission in the pre-registration course). Sunscreen is typically applied when the group will be outside in non-shaded areas (open parks, etc), and especially before swim time. Sunscreen may be reapplied as needed throughout the day. We recommend that those with fair skin come to camp with sunscreen on (camp will reapply during group sunscreen time), and they may also need to wear a lightweight shirt over their swimsuit while in the pool. If your child requires a particular kind of sunscreen (due to allergies, etc), they may bring it with them to camp. Please notify the staff if your child requires a specific sunscreen (these children will have their sunscreen applied first), or if they need more frequent application.

In order to make sure each child has sunscreen applied properly, campers are not allowed to put sunscreen on themselves or others unless under supervision by a counselor. Sunscreen is applied to the following areas (where exposed): face, neck, shoulders, back, and arms. The camper will be given sunscreen to apply to their chest/stomach area, where exposed.

## ILLNESS & MEDICATIONS

**Please DO NOT send children to camp who are sick, symptomatic, or “not feeling well”.** This can refer to a variety of symptoms or illnesses, including fevers, colds, viruses, or any other condition that may be contagious or transferable at any point (including lice, pink eye, etc). Even if not contagious, this is a very active program, and kids who do not feel well are better left at home to recuperate. Parents of “sick” children will be called to pick up your child from camp immediately (or from the Recreation Office if necessary). Once your child has recovered, they may return to camp. A Doctor’s note may be required to return in some cases.

*Refunds are not provided for absences from camp. Please contact the program supervisor as soon as possible in the event of extenuating circumstances, extended illness, family emergency, etc. Registrations may be able to be cancelled with proper/advance notification (documentation may be required).*

Medications: Program staff may administer first aid and topical medications as needed. Our camp program does not provide or administer ingestible over-the-counter medications (for headaches, upset stomach, etc.), unless in an emergency (such as an allergic reaction). If your child has an ingestible medication that they need to take while they are at camp, the parent will need to complete a **Medication Administration Consent Form** and submit it to the Program Director. The parent will need to provide the medication to the camp staff, which will be stored in the first aid kit. When the medication needs to be administered, the staff will access it from the first aid kit, and allow the camper to self-administer the medication.

## BEHAVIOR MANAGEMENT

The following guidelines are designed for the purpose of group and individual behavior management, in order to provide a secure, educational, inclusive, and fun environment for those involved in our programs.

### ***Behavior Management Guidelines***

#### *Youth Programs*

#### **General Rules & Expectations:**

1. **Respect all people (yourself, staff, other participants, the public) and their property.** Be kind & encouraging, no yelling, no hitting/physical harm, no name-calling, do not use others belongings without permission, do not pick on others, etc. Disruptive behavior, aggression/insults/threats towards others (verbal/physical/social), or bullying (intentional, imbalanced & repeated behavior) are not acceptable.
2. **Respect the environment and facilities.** Leave it clean and in order (We are all part of the group; please help clean even if you did not make the mess). Do not touch animals or destroy habitats.
3. **If someone is not following a camp rule, please let a staff person know immediately.** Even with attentive supervision, it can be difficult to catch all misbehaviors or issues. Staff can not address a situation if they are not aware of it! Campers are not permitted to discipline each other.
4. **Listen while group leaders are talking, and follow instructions.**
5. **Always have a camp “buddy”, and know where they are.**
6. **Stay with the group.** Do not go anywhere alone and always ask for permission to go anywhere with a buddy.
7. **Follow additional rules pertaining to swimming, travel (van or bus), facilities, toys, money, etc.** These are usually posted at the drop-off sites, and also discussed on the first day of camp. Please ask staff if there are questions.
8. **No inappropriate/foul/derogatory language or topics of conversation.**
9. **No inappropriate clothing/dress** (ex: very short/tight shorts, offensive references, inadequate swimwear, etc).

#### **Responses & Consequences:**

Level 1: Given warning/ Asked to stop behavior.

Level 2: Time Out (Number of minutes roughly equivalent to age) and/or removal from activity.

Level 3: Phone call to parent, or child writes letter to parent.

*\* Possible removal from camp (length can vary).*

Level 4: Parent/Staff discussion.

*\*Possible removal from camp (length can vary).*

Level 5: \*Permanent suspension from Camp.

- Our goal is to keep misbehaviors documented by camp staff, and to keep parents informed of how their child is doing. We also appreciate communication from parents (concerns, feedback, questions, etc).
- In the event of a severe misbehavior (ex: fighting) and/or persistent misbehaviors, the **steps in this system may be accelerated, repeated, and/or omitted in order to address the offense properly.**

- In some instances, a parent may be required to come to camp to pick up their child, prior to regular pick up time at the school site. If a parent is unavailable at that time, the child may be transported to the Recreation office/center, and the parent must pick them up by 5pm (when our Administrative Office closes).

**FAILURE TO FOLLOW THESE GUIDELINES MAY RESULT IN SUSPENSION FROM THE PROGRAM(S).  
\*THERE WILL BE NO REFUND OF FEES DUE TO CAMP SUSPENSION.**

## REGISTRATION & PAYMENT INFORMATION

**2019: The Pre-Enrollment Questionnaire opens March 25. Registration for weekly sessions opens Monday, April 1<sup>st</sup> (6am online, 8am at the Office/Recreation Center).**

All registrations must be processed through our online registration system (CivicRec), either by the participant/parent online or by the office staff (over the phone or in-person). *Camp staff do not have access to the registration system, and are not permitted to accept payments.*

**Due to demand and limited availability, early registration is recommended. Openings are available on a first-come, first-served basis.** Waitlists are available and recommended for sessions that are full. Parents will be contacted via email or phone when/if an opening becomes available. See the “Online Registration Guide” section on page 13 for specifics on how to register.

**Registration from mobile devices is not recommended.**

## PAYMENT METHODS

**Payment must be received in order to process a registration.** Spaces cannot be reserved without either a \$30 deposit, or the full payment, at the time of registration.

### Payment Types:

- **Credit/Debit Card (Visa, MasterCard, Discover, AMEX):** Online, over the phone, or at the Rec Center
- **Check or Cash:** At the Rec Center only. Checks payable to “ICPRD” (please confirm amount due before writing check). Cash payments need to be for the exact amount, we can not make change.

**In-person registrations processed at the Iredell County Recreation Center: 704-878-3103**

- Administrative Office Hours: Monday-Friday, 8am – 5pm
- Mailing Address: PO Box 788, Statesville, NC 28687
- Recreation Center Address: 122 Grannis Lane, Statesville NC 28677

## STANDARD REGISTRATIONS

Weekly camp rates can vary based on the number of days in the session and/or the specific activities that will be included in a session. *We are unable to offer daily rates or refunds for days not attended.* Fees may be added for payment plans, late payments, late pick-ups, etc.

Camp Iredell session fees average \$130 per week. Rates for sessions that are less than 5 days can be lower, while rates for sessions that include certain trips (Carowinds, Emerald Pointe, etc), can be higher.

**Enrollments:** It is the responsibility of the parent/guardian to complete the online registration process, and to remember/be aware of the sessions you choose. You may confirm enrollments via your online account/receipts, or by contacting the ICPRD Office.

**Registration & Payment Deadline:** Standard rates apply until the Monday prior to each session. Late fees begin on the Tuesday prior to the session start.

## Payment Options:

You can choose between two payment options when registering: full payment, or the payment plan. You may alternate between the options with each session. **With either payment option, \$30 of the session fee is non-refundable and non-transferrable (deposit). WE DO NOT OFFER FULL REFUNDS**, regardless of registration or cancellation date, or payment amount/type. Please be sure you are registering for the correct program, site, dates, etc.

### 1. Full Payment

- **Pay the entire weekly rate (100%) during initial registration, for the week/session you choose.** There are no additional fees (late fees, payment plan fees, etc).
- **\$30 of the full payment is retained as the non-refundable deposit**, upon cancellation. The remainder paid (past the \$30 deposit) can be refunded in the event of a withdrawal/cancellation by the deadline (1 week prior).

### 2. Payment Plan

- **Pay a \$30 deposit (per week). A \$5 payment plan fee is added to the weekly rate.**
- **This allows you to pay the remaining balance at a later time (due 1 week prior to start date).**
- The \$5 payment plan fee will apply to each week that uses the payment plan option.
- You must at least pay \$30 of your amount due during your initial registration (or any time you add a new session).
- **The \$30 payment is non-refundable and non-transferrable**, and is used as a deposit to hold your selected sessions.
- **Remaining balances for weekly fee amounts are due in full the Monday prior to each session start. You may make partial payments to your online account as needed prior to the deadline. Balances not paid in full by the deadline are subject to additional fees and/or cancellation.**

**Example:** The Week 5 session costs \$130. It starts on July 15. Registration & payment deadline is July 8.

1. **Full Payment:** You pay \$130 when you register (by July 8).
2. **Payment Plan:** There is a \$5 payment plan fee added. The cost is now \$135. You are required to pay \$30 when you register. The remaining \$105 is due by July 8.

## LATE PAYMENTS & REGISTRATIONS

**Remaining balances for weekly fees are due in full the Monday prior to each session start (1 week in advance). Balances not paid in full by the deadlines are subject to additional fees and/or cancellation.**

**Campers may not attend a session unless the full payment has been received (in advance).** *It is the responsibility of the parent/guardian to make sure payments are received on time.*

- **Late Payments: a late fee of \$10 per child will be added to the remaining balance beginning on the Tuesday prior to each session. If there is a waiting list, your child's spot may be forfeited if remaining payments are not received prior to Tuesday. Refunds will not be provided.**
- **Any remaining payment (including late fee) must be received by 10am on Friday, or your child's registration may be cancelled.** If your registration is cancelled, you will need to contact the ICPRD Office to request consideration for re-enrollment. You will not receive credit for a previous deposit/payments that were tied to a cancelled enrollment. If approved, you must pay the entire weekly fee and late fee in full. We reserve the right to deny and/or limit requests for re-enrollment after the deadline.
- **Late Registrations: Enrollments received between the Tuesday-Friday prior to the session start are considered late. Late registrations will have a \$10 fee added to the standard rate, and must be paid in full at time of enrollment. Subject to availability.**

- **Late registration will CLOSE at 10am the Friday before each session start.** Requests to register after this deadline may be denied, even if the session is not “full” (due to staffing arrangements, supplies, site availability, budget/trip confirmations, etc).
- **You will be required to contact the Recreation Office to settle any registration issues. Camp staff/sites are not permitted to accept payments, and they do not have access to the registration system.**
- **Do not go to the camp locations if your child is not registered.** If your child is not listed on the weekly roster, your child will not be permitted to stay at camp (Non-registered children are not the responsibility of ICPRD staff).

## CANCELLATION & REFUND POLICY

**Cancellation requests must be received to the Recreation Office no later than 1 week before the session start (the Monday prior to the week in question).** Customers can not process a cancellation through the online system; you must contact our office.

- **Weekly deposit amounts (\$30) and/or payment plan fees are non-refundable and non-transferrable, regardless of the cancellation date or payment option.**
- **If a session has been paid in full, the refund/credit amount will be weekly fee amount, minus the \$30 deposit, if the cancellation is requested prior to the deadline.** Cancellation requests received after the Monday prior to each session are non-refundable and non-transferrable.
- **If only a weekly deposit (\$30) has been placed on a session, then the deposit is forfeited upon cancellation.**
- **Refunds are not given for absences or missed days of camp.**
- In the event that there are *extenuating circumstances* that prevent your child from attending camp, and you have already paid and/or need to cancel after the deadline, please contact our office *as soon as possible*. This could be situations such as illness or injury requiring hospitalization, death in the immediate family, loss of employment, etc. Verification and/or documentation may be required, and these situations do not guarantee that we will be able to provide a refund or partial refund. Prior/immediate notification of absences due to these circumstances is preferred. Delayed requests (after the dates/session) may not be considered. Notification is required to the Program Director in our office, not to the camp staff.

## LATE PICK-UP

**Our pick-up sites close at 6:00pm** (unless noted on the schedule for a particular trip). Please be sure to have your child picked-up from camp prior to closing.

Although we understand that occasional traffic incidents or other unforeseen circumstances may cause a parent/guardian to arrive after 6:00pm, in the past we have had some who are repeatedly/frequently late. The department cannot assume responsibility for children outside of camp operation hours. Please be considerate of our staff and respect operation hours.

**Late pick-up fees are as follows:**

- **Up to 10 minutes late = \$5.00 per incident, per child**
- **10-20 minutes late = \$10.00 per incident, per child**
- **20-30 minutes late = \$15.00 per incident, per child**
- **30+ minutes late = \$20.00 per incident, per child**

Parents/guardians will be informed of the late pick-up violation at the time of incident and be required to sign a form of acknowledgment. **Late pick-up payment will be due to the Parks & Recreation office within 10 days,**

**and/or the child's registration may be cancelled until payment is received.** Camp will keep a record of these incidents. If there are repeated violations, we will have the option to remove your child from camp and/or cancel future sessions.

*Reminder: Camp staff are NOT permitted to accept payments or process registrations.*

## ONLINE REGISTRATION GUIDE (ABBREVIATED)

Note: A more comprehensive "Registration Guide", including screen shots and more detailed instructions, can be found on our website at [www.co.iredell.nc.us/276](http://www.co.iredell.nc.us/276) on the main page (in the middle under "Online Registration").

**Registration from mobile devices is not recommended.**

***We have recently transitioned to a new registration system for 2019, called CivicRec. This will replace our previous system, ActiveNet, effective immediately.***

Previous (ActiveNet) Users:

- Your user account information will NOT transfer automatically from ActiveNet, into the new CivicRec system
- You will need to create a new account in the CivicRec system. An adult will need to be the primary/parent account holder, and you may add children or other family members to your user account as needed.
- You should be able to access your previous/current ActiveNet account for the time being, in order to access previous receipts, records, etc
- We HIGHLY recommend accessing your ActiveNet account immediately, and saving/printing any previous records you may need. This includes tax receipts, registration receipts, etc.
- We do not have an exact timeline on how long the ActiveNet system will be available, however we will communicate that information as soon as we know a date.
- ICPRD will NOT have access to your previous account, receipts, etc after the system is closed.

## STEP 1: CREATE (OR LOG IN TO) AN CIVICREC ACCOUNT & ADD FAMILY MEMBERS

Create your online CivicRec account, or log in to your existing CivicRec account. *You may use your email address, or your login information for Facebook or Google, to create an account.*

**Do NOT create a new account if you have previously created an account in this system.** If you do not know/remember your login information, you may contact our office at 704-878-3103, or you may select the "Forgot Password" option. *Duplicate accounts may create issues with registrations, billing, receipts, etc.*

*You may access the CivicRec Registration system via the following:*

Directly at: <https://secure.rec1.com/NC/iredell-county-nc/catalog>

From the Iredell County Parks & Recreation website: [www.co.iredell.nc.us/276](http://www.co.iredell.nc.us/276)

Click the blue "Online Registration" button in the right-side column.

*Be sure to add family members to your account, so that they can be registered for programs or events.*

## STEP 2: COMPLETE PRE-ENROLLMENT QUESTIONNAIRE (PEQ)

**Pre-Enrollment Questionnaires (PEQs) open March 25th. Weekly camp sessions open Monday, April 1st, 2019.**

A "Pre-Enrollment Questionnaire" is a group of questions that need to be answered about your child (ex: allergies, shirt size, pick-up designees, etc). Because many customers select multiple sessions of camp when they register online, we have this course in place so that all of these questions are in one place, instead of attached to

each session. **The PEQ may be completed separately or before a session registration, or at the same time as a session registration.**

The Pre-Enrollment Questionnaires (PEQs) are found in the “Youth Activities” tab on the ICPRD CivicRec catalog, under the “Summer Camps” section. There is one PEQ for Camp Iredell (ages 5-11) and another for Camp Iredell Adventures (ages 11-13). *Be sure to select the correct course for your child.*

### STEP 3: REGISTER FOR CAMP SESSIONS

**Weekly camp sessions open Monday, April 1st, 2019, at 6am online and at 8am in our office.**

There are 6 weeks of camp for Camp Iredell in 2019. You may choose any/all sessions that you would like your child to attend. Spaces are first-come, first-serve. Early registration is recommended. Waitlists are available, and encouraged, for sessions that are full, and parents will be contacted via email when/if an opening becomes available. *Be sure to complete the waitlist correctly to reserve your child’s place (“add to waitlist” and complete transaction).*

**Each week of Camp Iredell has 3 listings on our registration site, one listing for each location.** Because we are limited in the number of campers we can have at each location (bus capacity & staff ratios), each site is listed separately in the Activity Listing. **Please choose the correct location when registering. Transfer requests to move registrations from one site to another may not be possible, or may incur additional fees, loss of deposit, waitlisted, etc.** *(CIA sessions only have 1 listing per session. Site determined in the listing.)*

### EMERGENCY INFORMATION

#### EVACUATION PLAN

In the event that a Camp Iredell activity site is or becomes unsafe, due to circumstances such as severe weather, fire, etc., the camp staff may gather all campers, meet at the camp vehicle (bus/van), transport the group away from the location (if possible and appropriate), and/or take shelter elsewhere. The decision to evacuate campers will be made by the camp staff on duty. Upon evacuation, the campers will be transported to an alternate activity site, or one or another drop-off site. In the afternoon, the children can be picked up at their regular drop-off locations. In the event that it is necessary to evacuate the bus/van, all persons should gather in an appropriate location away from the bus until other transportation is available.

#### CONTACT INFORMATION

**For more information, questions, or for assistance with registration:**

**Call Iredell County Parks & Recreation at (704) 878-3103.**

*Administrative Office Hours: Monday-Friday, 8am-5pm*

Contact: Jen Winters, Assistant Parks and Recreation Director, Email: [jwinters@co.iredell.nc.us](mailto:jwinters@co.iredell.nc.us) Desk: 704-878-3106

Seth Gardner, Recreation Program Specialist, Email: [seth.gardner@co.iredell.nc.us](mailto:seth.gardner@co.iredell.nc.us) Desk: 704-832-2326

**To contact camp during the day:**

**Call Iredell County Parks & Recreation at (704) 878-3103, or the contacts listed above (Jen/Seth)**

Our office will contact the camp staff for you. Staff may contact you directly if needed. *We do not distribute the camp cell phone numbers to parents, due to the potential for a high volume of non-emergency calls.*

**IN CASE OF AN EMERGENCY OUTSIDE OF OFFICE HOURS:**

**Call:**

***Jen Winters, Assistant Parks and Recreation Director, cell phone 704-880-7413***

***Seth Gardner, Recreation Program Specialist, cell phone 704-902-9680***



Late pick-ups (within reason), registration issues, & absences **are NOT considered emergencies.**  
Please do not call outside of camp times if possible, 7am-6pm during camp days.