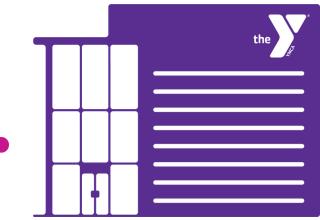




# Summer Day Camp Parent Handbook Lakewood Family YMCA

# Welcome

Dear Parent/Guardian,



Welcome to the Lakewood Family YMCA! Thank you for considering our 2025 Summer Day Camp for your child. At the Lakewood Y we believe that values and skills learned at an early age are vital building blocks of life. Because of the Y, more young people in neighborhoods around the nation are taking a greater interest in learning and making smarter life choices. At the Y, children and teens learn positive behaviors and values to explore their unique talents and interests, for them to realize their full potential. This makes for confident kids today and contributing, engaged adults tomorrow. The Y has a long history of providing a quality summer day camp experience for children. Campers have the opportunity for growth in spirit, mind and body, self-confidence, social development and the ability to learn through play! We have designed this handbook to help you navigate our Summer Day Camp policies, procedures, and objectives. Please keep this handbook handy for any questions about our program. We aim to build a lasting relationship with you and your family and are looking forward to a fun-filled summer!

Sincerely,  
Lakewood Family YMCA Day Camp Team

## ★ About the YMCA

### OUR VISION

The Y is committed to developing new generations of changemakers who will create communities we all want to live in. We envision communities where all people achieve health, gain confidence, make connections, and feel secure in every stage of life.

### OUR PURPOSE

The Y is committed to strengthening community by connecting all people to their potential, purpose, and each other. Working locally, we focus on empowering young people, improving health and well-being, and inspiring action in and across communities. By bringing people together from different backgrounds, perspectives, and generations, we ensure that we'll have access to the opportunities, relationships, and resources necessary to learn, grow, and thrive.

### OUR VALUES

Our programs and services are designed to embody our four core values: Caring, Honesty, Respect, and Responsibility.

### OUR FOCUS

- YOUTH DEVELOPMENT: Empowering young people to reach their full potential.
- HEALTHY LIVING: Improving individual and community well-being.
- SOCIAL RESPONSIBILITY: Providing support and inspiring action in our communities.

# Program Information

## Camp Goals

Our camp is designed to provide an enriching and memorable experience for every child. We focus on building self-esteem, outdoor group play, learning new skills and facilitating the making of lasting friendships.

## Program Staff

At the Lakewood Family YMCA, we seek qualified and enthusiastic staff who share our passion for working with children. Most of our staff are year-round Y employees working at our Before & After School sites. To ensure the safety and well-being of our campers, we require all staff to be at least 18 years old, certified in CPR & First Aid, tested for substance abuse, and fingerprinted. Moreover, we provide our staff with a minimum of 24 hours of camp training, which covers various topics such as health and safety, risk management, supervision, behavior management, discipline, camper ratios, and child abuse prevention. YMCA staff are not allowed to baby-sit or have outside contact with participants they meet in any YMCA programs or activities. We ask our parents to help by not asking staff to baby-sit or participate in non-YMCA related events with their children.

## Program Contacts

**Aiko Lopez**  
**Program Director**

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**Jessica Quintero**  
**Program Manager**

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**Billing/CHS & Crystal Stairs**

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## Program Hours

All site program hours and days of service are based upon the Long Beach Unified School District Calendar. Please note that although we service the Bellflower and ABC Unified School Districts, the YMCA may not be open for full days of service for children on days that those school districts are off from school.

Camp - 9:00am-4:30pm

Extended Day Camp (EDC) - 6:30am-9:00am, 4:30pm-6:00pm

**\*Participants MUST be signed in no later than 9:00am daily**

## Program Schedule

A sample of the daily schedule includes:

- 6:30AM-8:30AM - AM EDC
- 8:30AM-9:00AM - CAMP CHECK IN
- 9:00AM-9:15AM - ATTENDANCE/ SNACK
- 9:15AM-12:00PM - ORGANIZED GAMES & CRAFTS (Rotation 1)
- 12:00PM-12:30PM - LUNCH
- 12:40PM-3:00PM - ORGANIZED GAMES & CRAFTS (Rotation 2)
- 3:00PM-3:30PM - CLEAN UP
- 3:30PM-4:30PM - END OF DAY REFLECTIONS AND SNACK
- 4:30PM-6:00PM - PM EDC

**\*Schedule is subject to change**

## Ratios

1 staff: 6 children (Age 4.9-5)

1 staff: 8 children (Ages 6 - 8)

1 staff: 10 children (Ages 9-14)

## BATHROOM POLICY

No camper is ever alone or 1:1 with a staff member. All campers will take group trips to the bathroom with the entire group or with a minimum of 3 age-like, same gender campers supervised by camp staff.

\*Must be 4 years 9 months by the start of camp

## DAILY REQUIREMENTS:

Closed-Toed Shoes, Lunch, Snacks, Reusable Water Bottle

## DAY CAMP T-SHIRTS

All campers are required to purchase our YMCA Day Camp t-shirt. Camp shirts must be worn every field trip day.

## FIELD TRIPS

Transportation for field trips may leave before 9 am, but we will notify you through a confirmation email a week prior. Please note that we do not accept late drop-offs on field trip days. Participants must be signed into camp by 9:00am daily to participate in all camp activities. We do not provide a stay-back option on field trip days. If you do not want your child to attend the field trip, kindly seek an alternative option for childcare.

## SWIM DAYS

Campers in our Traditional Camp will have 1 swim day per week. Please reference your campers designated camp calendar to ensure they are prepared. We ask for all parent's support on swim days as we require each camper to provide a towel, change of clothes, and swimsuit that they can easily change into and out of. During swim days, we ask for swimwear to be worn underneath the camper's clothes upon arrival to camp. Our day camp staff may provide verbal guidance to participants to help them change but will not physically help the camper.

## SUNSCREEN

A majority of camp activities take place outside. Please apply sunscreen on your camper before arriving at camp. Sunscreen will be reapplied as needed throughout the camp day. We recommend parents provide a spray sunscreen. Please label any sunscreen brought with your camper's name.

## MONEY AT CAMP

On field trip days, bringing money is optional. If you decide to send money with your camper, please note the Lakewood Family YMCA is not responsible for any lost money. To ensure the safety of your camper's money, please provide an envelop with your camper's name and the amount enclosed written on it. Please remember that any money brought on field trip days is the sole responsibility of the camper.

## POTTY TRAINING

All campers must be potty trained before starting camp. We do not provide potty training. Please provide an extra set of clothes if your camper has an occasional accident. If a camper has consistent accidents, it may result in dismissal from current and future weeks of camp. No refund or credit will be given.

## GUESTS

No unauthorized guests will be permitted to visit camp groups during the program day.

## Enrollment Policies

### Admissions Criteria

Children enrolled in the non-school day programs must be between the ages of 4 years 9 months to 12 years of age (TK-8th grade). Parents must complete the YMCA of Greater Long Beach Camp Doc registration material prior to the first day of participation.

Agency participants must ensure a current certificate outlining the hours of services is on file with the administrative office. All fees not covered by the third-party Agency will be the responsibility of the parent.

### Waitlist

Space is limited in each camp. Camps will be filled in according to the order that registration is received. There will be a waiting list for each week of camp that has reached capacity. If your child is placed on the waiting list, the Summer Day Camp administrative staff will notify you on the Friday prior to the start of that camp week whether or not a space has opened up. If you have defaulted on a payment, your child will be dropped for any future weeks of camp (see Payment Policies). In the event that this may occur, your child will lose their spot in that week of camp and will be waitlisted for any camp weeks that have reached their capacity.

### Attendance

Your camper must attend all registered weeks of camp. Excessive or unexcused absences will result in disenrollment for current and future weeks of camp.

## REGISTRATION ON CAMPDOC

Please note that our Day Camp enrollment packet is now digital and must be completed online. The YMCA has partnered with CampDoc. This online platform lets parents, guardians, or authorized representatives complete and submit their camper's enrollment packet digitally. Within two (2) business days of completing the online enrollment, the parent, guardian, or authorized representative will receive an email invitation from CampDoc containing a link and instructions on completing their camper's enrollment packet (or profile). Once the enrollment packet is 100% completed and submitted, your camper can begin the program they have registered for.

Please note that any camper cannot begin our Day Camp program until all three steps are completed:

1. Register your participant either in person or online.
2. Make the full payment for the upcoming session(s).
3. Complete your camper's CampDoc profile (online enrollment packet).

We do not offer refunds, credits, or transfers for missed program days if these steps are incomplete. Parents who have not received a CampDoc invitation within two (2) business days are responsible for emailing the corresponding Director for the desired camp or speaking with the YMCA Day Camp Director to request an additional invitation.

Throughout the year, we may make periodic updates to the enrollment packet, including changes and updates to policies and procedures. CampDoc will automatically send a notification via email to the account holder whenever any portion of the enrollment packet is updated

## Medical Assessment Requirement/Special Needs

The YMCA of Greater Long Beach welcomes all children, and our staff strive to respond to the needs of each individual. We are, however, unable to provide one-on-one care for any child except on an intermittent basis, such as injuries, discipline issues and personal care needs customarily provided to other children. To the extent it is reasonably able to do so, the YMCA program staff will provide services to children with disabilities or any special needs in the same manner as services provided for other children of comparable age.

It is essential that all pertinent information about the child's needs be available to staff upon enrollment into the program. A parent has the obligation to disclose significant medical, physical or behavioral issues at the time of the child's enrollment and on an ongoing basis. If it is unclear whether the YMCA program can reasonably accommodate the unique needs of a child, we will arrive at a final decision by reviewing the circumstance on a case-by-case basis. The review will include the following steps:

- The Director will observe the child in the camp setting
- The Director will assess the staff's ability to handle the various manifestations of the child's special needs, and consider whether additional training, the cost of which is not unreasonable, would mitigate the difficulty
- The Director will meet with the child and family
- If possible, the child will be enrolled for a trial period, not to exceed 2 weeks
- If the child's attendance cannot be accommodated because the needed accommodations are unreasonable and alter the nature of the service, the parents will be informed without delay

## Payment Methods and Policies

Payments can be made through EFT (Electronic Funds Transfer) or over the counter at our Welcome Center at the Lakewood Family YMCA. Payments may not be made at the camp site(s). Agency participants must fill out their attendance sheets on a daily basis and submit them by the last day of the month as their form of payment. We have provided a copy of the Financial Agreement in the Campdoc Profile. This Financial Agreement has been signed and submitted with your registration material. By signing the agreement, you have stated that you understand our policies and have agreed to abide by them.

EFT Payment: Through Electronic Funds Transfer, your payment will be automatically deducted from your indicated account 5 days prior to the start of each camp week. Declined payments will be charged a non-sufficient fund fee of \$20.00. Any outstanding program fees and incurred non-sufficient fund fees must be paid immediately in order to continue care. Any outstanding balances or fees may result in termination from the program. Late payments (5 days past the due date) will incur a \$10.00 late fee.

Over the Counter Payment: Payments made Over the Counter (OTC) at the Welcome Center of the Lakewood Family YMCA are due 5 days prior to the Monday of service. A \$10.00 late fee will be added if payment is not made by 5 days after the due date.

Agency Payment: Payments are based upon correctly completed attendance sheets. It is the parent's responsibility to sign their child's attendance sheets on a monthly basis. Parent will be financially responsible for any portion of fees that are not paid by the Agency. This includes, but is not limited to, lapse in coverage by agency, registration fee, late pick-up fees and "no-call" fees. Late pick-up fee will be determined by the end time indicated on the Agency Certificate. If monthly attendance sheets are not complete and correct by the last day of the month, service will be terminated.

## Additional Child Discount

The responsible party paying for more than one school-age child enrolled in the Summer Day Camp program is eligible for the additional child discount of \$10.00.

## **Changes to Program Enrollment/Cancellation**

Any changes made to your child's enrollment must be submitted in writing and given to the Program Director at least one week prior to the date that the change will take place. A Program Director will notify you when they have received the notification and to verify that the changes have been made. Changes may include, but are not limited to, program plan, planned days of attendance, payment method, payment dates and any changes to the registration form (change of address, contact information, authorized people to pick up).

## **Refund Policy**

Refunds or credits will not be given for time unused, with the exception of time missed due to illness in excess of three days and accompanied by a doctor's note. No refunds or credits will be given for absences due to disruptive behavior. Registration fee is non-refundable and non-transferrable. If applicable, a refund for time unused after the last day of a 2-week notice will be returned via form of payment; if payment was made by cash, it will be returned by check and mailed to the address listed on the registration form. Refunds may take up to two weeks to process.

## **Tax Information/Flex Plans**

The YMCA of Greater Long Beach is a 501(c)3 non-profit organization. Our Tax Identification number is 95-1643396. We do not automatically furnish end of the year program payment statements. Please request your payment statements from the Administrative office and allow up to two weeks to process.

Flex Plan paperwork that needs to be completed for your employer can only be done by the Administrative office staff at the Lakewood Family YMCA. Please do not submit these forms to your Camp Director for completion. Allow up to one week to process.

## **Financial Assistance**

Qualifying families unable to pay the full cost of participation are encouraged to apply for YMCA Financial Assistance. The funds used for Financial Assistance are acquired primarily through donations given during our annual Giving Campaign.

To apply for Financial Assistance an application may be obtained from the Welcome Center at the Lakewood Family YMCA. To process an application for Financial Assistance the following must be submitted: completed Financial Assistance form, a copy of two most recent paycheck stubs, a copy of last year's tax return (1040/1040EZ form) and a copy of any government assistance being received.

The process for Financial Assistance may take up to two weeks. Financial Assistance is based on financial qualification and the YMCA's ability to fund the subsidy. All applications are processed in the order they are received.

### Sign – In and Out Procedures/Attendance

Parents must physically escort their child when dropping off at or picking up from the YMCA site. Parents must sign their child into and out of our care and indicate the time of drop off and pick up on the provided rosters on a daily basis. Failure of parent to use full legible signatures and correct times may result in child's termination from the program.

### Only Authorized Individuals May Pick Up Children

For your protection, only persons authorized, in writing, by the parents may pick up your child. If someone other than those persons authorized on the registration form will be picking up your child, you must notify the Program Director in writing. Anyone picking up a child will be asked for their valid photo identification until our staff becomes familiar with them. Please be prepared to show your ID to the staff daily. For returning families, please abide by this policy as it is in place to ensure the safety of your child.

### Late Pick Up

Program closes at 6:00pm and our staff is scheduled to leave to tend to their own families and personal commitments. Children must be picked up no later than 6:00pm. If you are unable to make it on time, please arrange for another authorized adult to pick up your child.

After 6:00pm, a \$1.00 per minute fee will be charged per child until pick up. Parents will be issued a "Late Pick Up" form and fees must be paid immediately at the Welcome Center at the Lakewood Family YMCA. Parents receiving Financial Assistance or receiving funding from third-party agencies are still responsible for paying the late fees.

For Agency participants, your certificate will state the end time for your day camp care. If your certificate states an earlier time than the closing time of our camp program, your late fees will incur at \$1.00 per minute, for each child, from the end time indicated on your certificate.

Parents who have not notified the staff that they will be late can expect the following sequence of events to occur:

- 6:00pm: Program closes, staff begins to contact numbers of primary parent for problems or miscommunication. If contact is not made, staff will begin to call Emergency Contact persons listed on the registration form.
- 6:30pm: Site Director will notify the Program Director and will begin contacting local Sheriff or Police to determine if any problem related to the parent has been reported.
- 7:00pm: If the child has not been picked up by this time, our staff will contact local Sheriff or Police station and your child will be reported as an abandoned minor.

### AIDES

If your camper needs to be accompanied by a one- to-one aide at camp, please email Aiko Lopez at [aiko.lopez@lbymca.org](mailto:aiko.lopez@lbymca.org). We will do our best to accommodate and support your campers needs. Please note that the YMCA does not take financial responsibility for securing a one- to-one aide or volunteer. A Camp Director will reach out to discuss an intake plan for a one- to-one aide or volunteer with a reputable agency to provide the service. All one- to-one aides or volunteers must complete a volunteer application and undergo fingerprinting. Once a Camp Director receives the completed volunteer application, we will reach out and schedule a background check and fingerprint appointment. All one- to-one aides or volunteers must go through this process, even if they have been cleared by their agency. Once cleared, a photo ID must always be in possession during camp. All one- to-one aides or volunteers are responsible for their own transportation and other expenses (i.e., admission fee, tickets, parking, etc.) if they accompany a camper for a field trip.

## Health and Safety

### Medication

Medication which needs to be administered during program hours must:

- Be in its original bottle with a pharmacy label that includes the child's name, physician's name, drug name, and specific instructions for dosage amounts and times to administer
- Be accompanied by an "Authorization to Administer Medication" form (available at the sign in table)

Note: Our sites do not have access to a refrigerator; medications requiring refrigeration cannot be accommodated. It is the parent's responsibility to reclaim the medication when the child leaves the program.

### Illness

If your child becomes ill during program hours, you will be contacted to pick him/her up. Aside from keeping your child comfortable, the YMCA is not equipped to handle ill children. It is important that your contact information is current. In the event we are unable to contact you, your emergency contacts will be notified to pick up your child.

For the sake of your child and others in our program, if your child is exhibiting symptoms such as a fever, vomiting, or other signs of illness, they may not attend camp.

If your child is diagnosed with a serious contagious health condition, please inform your Site Director so that we may inform other parents that their child may have been exposed. This notification is done anonymously in order for parents to take the proper precautions. The diagnosis may include, but is not limited to chicken pox, pink eye (conjunctivitis), lice, scabies, and ring worm. A doctor's note is required to admit your child back into the program.

### Injuries

If your child is injured during program hours, the staff member in charge will take whatever steps may be necessary to obtain emergency medical care as warranted. These steps may include but are not limited to:

- Provide immediate first aid
- Attempt to contact parent/guardian
- If parent/guardian cannot be reached, attempt to contact emergency contacts listed on registration form
- In case of serious injury, call an ambulance/paramedic

With any injuries – minor/major – involving the head, parents will be notified, and the child will be monitored. An Ouch Report will be reported to parents regarding minor injuries.

### Emergency Procedures

Fire and disaster drills are conducted at each site on a monthly basis to ensure that staff and participants are prepared in the event of an emergency. In case of actual emergency, parents will be notified as soon as possible.

There will be no refunds or credits given for closures due to natural disaster.

## RULES

### Day Camp Rules

- Keep your hands and feet to yourself at all times.
- Show respect to your fellow campers and staff members.
- Follow any instructions given by our staff.
- Wear closed-toe/heel shoes; Sandals, Crocs, or slippers are not allowed. **\*EVEN ON SWIM DAYS**
- Use positive and uplifting language while communicating with others.
- Drugs are strictly prohibited on YMCA premises or other on-site locations.
- Any vandalism or damage to property or facility will not be tolerated and will result in immediate dismissal from Day Camp.

Here are guidelines for the consequences in case of any offense:

OFFENSE #1: Our staff will discuss the reason for the rule with the camper.

OFFENSE #2: The camper will be placed under direct staff supervision, and our staff will reinforce the rules using appropriate discipline techniques.

OFFENSE #3: Our staff will notify the camper's parent or guardian with a Behavior Report. Our staff will request the parent or guardian to remind their camper of the Day Camp rules.

Continued defiance of rules may lead to dismissal from current and future weeks of camp at the discretion of our Day Camp team. If a camper is dismissed, no refund or credit will be issued.

### Van/Bus Rules

- Be respectful and listen to the van/bus driver.
- Wear your seatbelt at all times. Please remain seated until our staff gives further directions.
- Eating, drinking, or chewing gum is not permitted.
- Keep hands and feet to yourself.
- No kicking or placing shoes on any part of the seats. Feet should always remain off the seats.
- No screaming, yelling, or loud voices/noises. Please use your indoor voice.
- All backpacks or bags should remain closed.
- No Bullying! Be respectful of the driver, staff, and other campers.

By California State Law, campers must be seated in the back seat of a vehicle while using an appropriate booster seat until they reach the age of eight or a height of 4'9".

## Behavioral Management

The safety of all our participants is our highest priority. Our program rules are in place to ensure that all participants feel safe in the environment that we provide.

### Day Camp Program Rules

1. Hitting, kicking, biting or any unwanted or inappropriate physical contact will not be tolerated and will result in dismissal from the program.
2. Verbal threats are not allowed, will not be tolerated, and will result in dismissal from the program.
3. Children must follow the directions from all staff members.
4. Children must wear closed toed shoes with a heel back.
5. Children must use appropriate language.
6. Children must stay within the boundaries established – no running away will be permitted. Leaving the boundaries will result in termination from the program.
7. Children must not damage school, community, or other's property.
8. No weapons of any kind are allowed.
9. Cell phones may not be used during program hours and must remain in the child's backpack or bag. If a child is caught using their cell phone it will be confiscated and returned to parent upon pick up from the site.

Should it be decided that a child poses a serious behavioral problem, the child may be suspended from the program for a period of 1-5 days or may be removed from the program entirely. Refunds / credits are not given for any participant during times of suspension.

Consequences for rules that are broken are as follows:

- Redirection
- Discussion of behavior and solutions
- Instruct child to briefly "cool-off" away from the group
- Send behavior report home
- Formal meeting between Parent, Child and Program Director where a Behavior Contract will be drafted
- Suspension/Dismissal from program

### Dismissal from Program

A child may be suspended or dismissed from the program if either the child or the parent does not comply with the program's policies and procedures. Suspension or dismissal is determined by the Program Director based on the severity of the offense and/or number of offenses.

A parent may also jeopardize their child's participation in the program for any of the following:

- Failure to make scheduled payments or arrangements to pay otherwise
- Failure to pay any fees incurred
- A lack of cooperation regarding program policies and procedures
- Threatening another parent, child or staff or indicating threatening behavior
- Failure to comply with the Parent Handbook policies

## Frequently Asked Questions

- **When is payment due?**  
Payments are due 5 days prior to the start of a new camp week (Wednesday prior)
- **Do I have to pack a lunch every day?**  
Yes, campers should have a packed lunch daily. We are an outdoor camp and do not have access to refrigerators or microwaves. **Lunch is necessary even on trip days.**
- **Can my child be picked up from camp early?**  
Yes, campers may be picked up early from camp. Parents are responsible for communicating with their child's Camp Director. Every camp has a designated phone number, parents are encouraged to check in with the camp to determine exact camp location at the time child will need to be picked up. If off-site, parent will be responsible for meeting the camp at their location for pick up.
- **How do I add a new person to my child's emergency pick up list?**  
Parent must request their child's Campdoc profile be unlocked to virtually input the new person. We kindly ask that this be done in a timely manner that will allow program staff to relay information to the direct camp staff. \*Last minute add on will not be taken via phone call, in case of an emergency, please email Program Director the new contact's first and last name, contact number and relationship to the child. (see program policies & procedures)
- **Do I have to add my child to the absent list if they will not be attending camp?**  
No, participants not attending camp will simply forfeit the day. No refunds/credits will be given for days missed.
- **What if I want to cancel my child's registration?**  
Any changes or cancellation must be done in writing 5 days prior to the start of a new camp week. Deposits are non-refundable. You have the option of cancelling in person at our Welcome Center by filling out a cancelation form or emailing the Program Director.
- **Who can I speak with if my child is having a hard time in camp?**  
The best point of contact is your child's Camp Director. Camp directors are scheduled during the core hours of camp (9:00am-4:00pm), if you drop off earlier or later than core hours we recommend giving the Camp Director a call on the camp phone during the camp day.
- **Does camp have a lost & found?**  
Yes! Please double check the bins located near the check-in and out table daily for missing items.
- **Can my child bring toys and electronics to camp?**  
**No.** At camp we strive for campers to engage in the intentional activities scheduled daily and make the most of their camp experience. Additionally, the Y is not responsible for lost or stolen items. For the safety of all participants, we kindly ask these items be left at home.
- **Can I stay in camp with my child?**  
No. For the safety of all participants, guests are not allowed during the camp day. If your child requires additional assistance, they will need a paraprofessional/instructional aid provided by a 3rd party provider. Please reach out to Jenae Horne at [jenae.horne@lbymca.org](mailto:jenae.horne@lbymca.org) for more support.