

# **FREQUENTLY ASKED QUESTIONS**

## **Camp Iredell & Camp Iredell Adventures**

***The following questions and answers are intended to be used as a general guideline for parents, and may be subject to change. Please contact the Recreation Office if you have more specific questions or a special circumstance.***

*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.*

*Also, we welcome and encourage constructive feedback, so that we can continue to improve the quality of our programs!*

### **1. What are the age requirements for camp? What if my child has a birthday during the summer- does this change their 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 some 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 when they begin attending camp, they may continue to attend for the remainder of the summer (**NOTE: this may change with our new online registration system**).

An example: If a child turns 12 prior to their registered 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 they have already started attending Camp Iredell, they would still be eligible to attend Camp Iredell for the remaining weeks they are registered (but could also attend Camp Iredell Adventures if desired, or alternate between the two).

### **2. Does it matter if we live outside of Iredell County?**

For our day camps, it does not matter if you live outside of Iredell County (there are no additional fees). As long as your child can utilize one of our drop-off/pick-up sites and adhere to the appropriate times, there should not be any issues if you live outside of Iredell County.

### **3. What is the staff to camper ratio; and what is the usual age distribution of the campers?**

Our staff to camper ratio is no more than 1:10 for Camp Iredell, and 1:6 for Camp Iredell Adventures. For certain larger trips (such as Carowinds and Emerald Pointe), we bring in additional staff to help lower this ratio. The age distribution varies each year, as we are not able to predict exactly who will register for our programs. Camp Iredell tends to have roughly 50% fall in the middle ranges (ages 7-9) with the remaining age ranges (5-6 and 10-11) falling fairly evenly on both ends (20-30% each).

### **4. What does my child need to bring to camp?**

***Please label all items that your child brings to camp! Your child will be responsible for keeping up with all items they bring to camp. Please do not bring toys, MP3 players, cell phones, etc as these items can be distracting in a camp setting.***

- **Backpack/sack/bag:** This helps to keep all of your child's belongings together. Please make sure your child is able to carry it to/from the bus, pool, etc when needed.
- **Water Bottle:** Water is available throughout the day, and we ask that children bring a water bottle for refilling.
- **Lunch:** Children need to bring a lunch each day (lunch box/cooler, paper bag, etc).
- **Snacks (optional):** A snack and juice and/or water are provided each afternoon, however if you believe this is not enough for your child, or your child needs/prefers a snack that we do not offer, you may pack a/another snack.
- **Socks and close-toed shoes:** Sandals/flip-flops can be fine for some activities, however if your child is not wearing socks and close-toed shoes, please pack these items, even if not scheduled to use them. Last minute schedule revisions (due to weather or other unforeseen events) can happen. Some activities require socks and/or close-toed shoes (bowling, kickball, indoor play gyms, etc). Many parents/kids prefer shoes such as Keens, which are sandals with a closed-toe, so they do not have to pack additional shoes (only socks).
- **Swim suit and towel:** Please also have your child bring a towel and swim suit every day, even if not scheduled to use them. Last minute schedule revisions (due to weather or other unforeseen events) can happen (water balloons anyone?). If scheduled to swim, please have your child arrive at camp with their swimsuit on under their clothes. Some children also prefer to have towels to sit on at various times of the day (in the grass, on the gym floor, etc).
- **Sunscreen (optional):** Sunscreen (SPF 50 or higher) is provided by Camp Iredell (and applied by the counselors, see the information packet for additional information); however if your child requires a particular kind of sunscreen (due to allergies, etc), they may bring sunscreen with them (the staff will apply to them first).

## **5. Do the camps stay at the school site the entire day?**

We travel! The camps only stay at the school sites during the morning drop-off (7am-8:30am for Camp Iredell, 7:30am-8:30am for Camp Iredell Adventures) and the afternoon pick-up (5pm-6pm). Between 8:30am and 5:00pm, the camps will travel to various locations for their scheduled activities (parks, pools, movies, bowling, etc). Select trips may require earlier drop-off or later pick-up than usual (prior notification will be provided).

Weekly schedules will be available at the sites, and will also be available online (each Thursday). Since there can be possible schedule changes during the planning process, the weekly schedules are distributed just prior to each week, in order to limit possible confusion from publishing multiple versions. If you have specific questions concerning the schedule before it is distributed, please contact our office.

## **6. Are the campers divided into smaller groups based on age or activity?**

Depending on the activity, the campers may be divided into smaller age-appropriate groups. For activities such as arts & crafts, field trips/facility tours, and certain games, the campers may be divided. For activities such as movies, guest speakers, and playground time, the campers are not necessarily divided. For swimming with Camp Iredell, campers are permitted into certain areas of the pools based on their swimming ability and age/size. All campers will be tested on swimming ability during their first swim date (re-tests may be allowed throughout the summer), and given a colored bracelet to indicate which areas they can enter. Additional information pertaining to our swimming/testing policies will be in the camp information packet (will be available on the website).

## **7. What if I need to pick up my child early, before the camps are back at the school sites?**

It is best to notify the staff as early as possible if you will need to pick up your child prior to the return at the sites. The camp staff will not be able to change or delay the schedule to accommodate parents; however the parents may arrange to meet the camp at their activity location. We ask that parents call the Recreation Office to confirm the location of the camp at the time the child will need to be picked up. The camp may contact you in the event of a location change or early/late departure when they are aware that you are trying to meet them. Please do not call the camp cell phones. These numbers are not distributed to parents, as we have had problems in the past of parents making frequent calls for non-emergency purposes, thus limiting access in the event of an emergency, and also reducing the time that the counselors are able to spend directly with the campers. Please make all calls to the Recreation Office, and the office will make contact directly with the camp if necessary. Parents/guardians are still required to sign-out their child in the event of an early pick-up.

## **8. Do I have to register for the whole summer, or can I pick which weeks I want my child to attend?**

You can pick which weeks you want your child to attend, although you may register for the entire summer if you wish.

## **9. How do I register my child(ren) for camp?**

We will be implementing a new online registration system this year! The anticipated opening for camp registration is around the beginning-middle of March (exact date TBA). Each family will need a parent/guardian to create a family/individual account, and then you may add members/children to that family account (minors cannot create accounts). Accounts are free! Specific instructions for creating accounts, adding members, etc will be available on the registration site, once the link is posted on the Parks & Recreation webpage (mid to late February). You may create accounts prior to the registration opening; however you will not be able to register for camps until the opening date. Once created, accounts may be used to register for a variety of programs offered through our office.

If you do not have internet access, you may contact the Recreation Office (phone or in person) and our staff will be able to work with you to create your account and register your child through our office computers.

## **10. Do I have to pay in full at registration? Do you allow weekly payments?**

You do not have to pay in full when you register, although you may. Weekly payments are allowed, however you must at least pay 20% of your amount due during your initial registration (or any time you come back to add sessions), *plus* a payment plan surcharge of \$5 per session. The 20% of your amount due and the payment plan surcharge are non-refundable, non-transferrable, and are used as a deposit to hold your selected sessions. ***Because this payment is non-refundable and non-transferrable, please be sure you are accurate and confident with your selections.***

Remaining payments for weekly fee amounts are due the Monday prior to each session. A late fee of \$10 per child will be added to the remaining payments 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 on time. All sessions will close for new registrants and payments on the Friday before each session start. Any remaining payment must be received by the end of the day on Friday, or your child's registration may be cancelled. Anyone wishing to register after this deadline must contact the office directly to be added to a session. If your registration was cancelled, you will be required to pay the 20% deposit again, plus the remaining amount in full.

## **11. Do I get a discount on the weekly rate if I enroll more than one child?**

Unfortunately, we can not offer a discount for multiple children. We try to keep our rates as low as possible (while still matching our expenses), and can not offer any further discounts.

**12. If my child can not attend the entire week, can I pay for a partial week or be reimbursed for the days they are absent?**

Our rates are based per week and we are unable to offer daily rates or refunds for days missed. Refunds are only available for sessions if cancellations are made by the Monday prior to each session (deposit amounts (20%) and surcharges are non-refundable). **Cancellations received late are non-refundable and non-transferrable.**

**13. What if I need to cancel a week?**

Cancellations must be received no later than the Monday prior to the week in question. If that week has been paid in full, the payment can be refunded, with the exception of the weekly deposit (20%) and surcharges. If only a weekly deposit has been placed on that week, then the deposit is forfeited upon cancellation. Weekly deposits are non-refundable and non-transferrable. **Cancellations received after the Monday prior to each session are non-refundable and non-transferrable.**

**14. Do you provide receipts or payment summaries for tax purposes and/or dependent care spending accounts?**

Yes. For tax purposes, we generate the payment receipt summaries and send them to parents each January following our summer season (unless requested earlier). These statements are emailed unless a valid email address is not provided, or unless it is specifically requested to be sent postal mail. Statements/receipts required for dependent care spending/reimbursement accounts can be provided during or after the summer, upon request.

**15. What are the qualifications and requirements for the camp staff?**

**Camp Iredell-** all staff must be at least 18 years old, and all bus drivers are at least 21 years old with a valid commercial drivers' license (CDL) issued through the NC DMV (50-75% of the staff are bus drivers/counselors, 21 or older). All staff are First Aid and CPR certified, go through a 15+ hour staff training, and must pass a drug test and background check prior to employment. We look for staff to have experience in education, child care, recreation, or similar fields.

**Camp Iredell Adventures-** all staff must be at least 21 years old. Staff are also First Aid and CPR certified, go through a 15+ hour staff training, van driver training, and must pass a drug test and background check prior to employment. We look for staff to have experience in adventure-based activities, education, child care, recreation, or similar fields.

*If you have additional questions regarding our day camp programs, please contact our office 704-878-3103 or email Jen Winters, Recreation Program Specialist, at [jwinters@co.iredell.nc.us](mailto:jwinters@co.iredell.nc.us).*