



# CAMP IREDELL

Parent Handbook 2021

# CAMP IREDELL

## PARENT HANDBOOK 2021

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.**

**2021: Registration for weekly sessions opens Thursday, April 1 (6am online, 8am Office/Rec Center). The Pre-Enrollment Questionnaire can be completed beginning March 22.**

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## GENERAL CAMP INFORMATION

Camp Iredell is an exciting day camp offered for 9 weeks during the summer. The program is designed to incorporate a wide variety of fun and educational activities.

Activities may include, but are not limited to: crafts, games, movies, environmental and science activities, guest speakers, water activities, etc.

**The Camp Iredell program is open to children age 5 through age 12 (approximate grades K-6).**

## CAMP DATES

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

### 2021 Dates

***There will be no camp the week of July 5 – 9<sup>th</sup>.***

**Week 1: June 7 - 11**

**Week 2: June 14 - 18**

**Week 3: June 21 - 25**

**Week 4: June 28 – July 2**

**NO CAMP JULY 5 - 9**

**Week 5: July 12 - 16**

**Week 6: July 19 – July 23**

**Week 7: July 26 – July 30**

**Week 8: August 2 – 6**

**Week 9: August 9 - 13**

*\*Dates subject to change. Dates can be effected by potential circumstances.*

## CAMP TIMES

Please respect these time schedules.

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

- Camp Iredell will open for campers beginning at **7:30am**.
- We are not responsible for children who are dropped off early and/or prior to staff arrival.
  - Please do not bring children early, or parents will be asked to wait outside with their child until camp opens.

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

### **Afternoon Pick-Up:** 4:30pm-5:30pm

- **All campers must be picked up by 5:30pm.**
- **A late fee will be charged for pick-ups that are after 5:30pm.** *Recurring late pick-ups may result in registration cancellation, in addition to fees.* See the “Payment Information” section for additional details.

## 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 are available on the camp website, in the "Directions & Maps" section.*

- **Mooresville Site: Brawley IB School (Gym)**, 132 Swift Arrow Drive, Mooresville NC 28117
- **Statesville Site: East Elementary School (Gym)**, 400 East Elementary Rd, Statesville NC 28677
- **Troutman Site: Iredell County Recreation Center (Gym)**, 122 Grannis Lane, Statesville NC 28677

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. For 2021, campers may bring small activity items such as books, cards, or small toys for individual play (items may be put away if problematic).

## CHECK-IN & CHECK-OUT

All registered campers are listed on a roster at the 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:** 7:30am-8:30am

**Afternoon Check-Out:** 4:30pm-5:30pm

## Drop-Off & Pick-Up

- There will be a designated outdoor area for drop-off and pick-up at the facility.
- Due to current physical distancing guidelines, and to limit potential exposure, we ask that parents please remain in their vehicle during the drop-off and pick-up process.
- Staff will follow distancing guidelines (and/or have a mask) while approaching the driver/parent and child, to process the check-in and complete the Health Questionnaire and/or screenings.
- Staff will maintain the check-in and check-out sheets daily.
- In order to limit contact, physical signatures will not be required from parents.
- Please confirm with the staff who will pick-up your child in the afternoon (ID may be required). Please make sure all persons are listed on the "pick-up permissions" list.
- Please notify the staff/office in advance (email preferred) of any changes to the release/pick-up permissions list.
- For pick-up, parents will be provided a phone number to call at each location. Children will be brought out to the parent/guardian at the designated pick-up area.
- For the protection of your child, parents/guardians (or authorized designees at least 16 years old) will need to verify who they are in order for us to release your child (please have ID available if requested).

**Other Arrivals/Departures:** If you need to bring your child to camp after the designated drop-off time, or pick them up prior to the afternoon check-out (for doctor/dentist appointments, etc), you will need to be prepared to wait outside until you are able to contact staff for the check-in/out process. If camp is out on a field trip, you will need 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.

***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). Refunds are not provided for absences or time missed.***

- 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

Activities may include, but are not limited to: games, crafts, movies, environmental and science activities, guest speakers, water activities, etc.

Current guidance advises against field trips and/or traveling, so at this time we are planning for all activities to be at the host facility. However, if we are able to include some trips later, due to future changes in the guidance and availability of resources, we will certainly try. Transportation would be provided by activity bus (or similar) to various activity sites. These sites could be parks, pools, movie theaters, bowling alleys, science centers, athletic/activity centers, local businesses (tours), etc.

***Activities are subject to change due to health guidance, weather, or other circumstances.***

## WEEKLY SCHEDULES

Campers will follow a general outline for daily activities and time frames (ex: morning outdoor games, craft project, lunch, outdoor play, afternoon activity/games, etc). For 2021, we will not be providing *detailed* weekly schedules (such as specific activity or craft names), due to the possibility that the schedules may need to be flexible (based on covid guidance, weather, number of campers, space available, ability to go off-site, etc). As needed we will send out notifications for any important reminders or special needs for a particular day.

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 general outline may be modified at that time to adjust for those circumstances. *Refunds will not be given in the event of a schedule change/cancelled activity.*

## CAMP GUIDELINES & POLICIES

### AGE ELIGIBILITY

**Ages for Camp Iredell are age 5-12.**

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.

*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 (and potty-trained). Please be aware that there is no designated nap time. This environment may be too overstimulating/tiring for some children.

**Age 12:** If a child turns 12 prior to the start of camp, they would not be eligible for Camp Iredell. 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.

***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.**

- **Face Covering:** This may be a fabric mask or disposable. Campers and staff are expected to wear these at all times indoors, and when outdoors within 6 ft of a non-household member. This may include times of physical activity and/or exercise.
- **Large Plastic tote or bin (labeled):** This will be used for storing your child's belongings and keeping them off the floor. This bin should be large enough to hold their backpack, lunch, water bottle, towel, and any other belongings they will have at camp.
- **Backpack/Bag:** To hold your child's belongings and transport to/from camp. Please make sure your child is able to carry it (as applicable) to/from the bus, pool, etc as needed.
- **Water Bottle:** Water is available throughout the day (via bottle filling 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.
- **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, 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, etc), 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.
- **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. 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 for more information.

**For 2021: Campers may bring small activity items such as books, cards, or small toys (figures, etc) for individual play (items may be put away if problematic).**

**Please do NOT bring electronics (cell phones, tablets, game systems, etc) to camp.** These items are usually problematic in a camp setting, and could get damaged or lost. ***Please do not bring valuable items to camp.***

If there are issues with items brought to camp, the camper will be asked to put it away or take it 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 (as available/permitted). 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

***Current guidance advises against field trips and/or traveling, so at this time we are planning for all activities to be at the host facility. However, if we are able to include some trips later, due to future changes in the guidance and availability of resources, we will certainly try. Transportation would be provided by activity bus (or similar) to various activity sites. These sites could be parks, pools, movie theaters, bowling alleys, science centers, athletic/activity centers, local businesses (tours), etc.***

**2021: Parents will be notified in advance if there are off-site field trips planned. Parents are not allowed to join in these trips.**

### **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 vehicle 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 vehicle is in motion (no standing, laying in the floor, turning backwards, changing seats, etc). Spacing/distancing between seats may be required. 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 vehicle. A trash bag is provided, 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 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 directly from the bus.***

## SWIMMING

(Pending approval) If we are allowed to visit pools this summer, camp would plan to rotate between several pools in & around Iredell County. Masks would be required outdoors, when within 6 ft of others, including around pool decks. For safety, masks will not be allowed in the water. 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-enrollment 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 children come to camp with sunscreen on (camp will reapply during group sunscreen time), and some may also need to wear a swim shirt 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, COVID HEALTH GUIDELINES

**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 such as, 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.

**Any child that is sick with any Covid-related symptoms should isolate and not return to any program for at least 10-14 days (per guidance), and/or until cleared by a health professional (documentation required).**

### General Covid Guidelines (as of March 2021):

- Regular health questionnaires and/or screenings (such as temperature checks) will be completed as required by the health guidelines.
- Temperature checks will be required daily at drop-off before entering any facility or interacting with other children. Additional temperature checks may be required.

- Risk/Health Assessment Questions and Attestation will be required to be answered by the parent/guardian (likely weekly), or more frequently if deemed necessary.
- Children and staff will be required to wear a face covering when: inside buildings, or when within 6 ft. of others (inside or outside). This may include during times of physical activity.
- We ask that physical distancing (6 ft. minimum) be maintained during the program. Distancing requirements will apply during restroom breaks.
- Your child will have a designated area for themselves and any items they bring with them or use.
- Staff will remind children to maintain distancing, cleaning protocols, etc.; however, if there is a consistent issue, parents may be called. Repeated issues and continued disregard for the rules may result in dismissal.
- Children may be provided supplies for craft activities, etc. that are assigned to them. We ask that participants not touch any items or equipment that are not assigned to them. Any items that stay with the program will be sanitized before and after use.
- Participants will be asked to limit touching any shared surfaces as much as possible (doorknobs, handles, tables, etc.).
- Campers will be asked to bring a large plastic tote or bin (labeled). This will be used for storing your child's belongings and keeping them off the floor.
- Hand sanitization/washing will be required regularly, including on arrival/re-entry, before/after meals or snacks, before/after restroom breaks.
- Hand sanitizer will be available, or participants may bring their own.
- On-site activities: Current guidance advises against field trips and/or traveling, so at this time we are planning for all activities to be at the host facility. However, if we are able to include some trips later, due to future changes in the guidance and availability of resources, we will certainly try.
- Changes to drop-off and pick-up procedures: Based on current guidance, all drop-off and pick-up for camp programs will be completed at a designated outdoor area at the facility. Parents or other non-registered persons must stay outside and in their vehicle.
- Participants who have symptoms, exposures, and/or positive test results will be sent home from the program. Return time period will be dependent on the circumstances as well as the current recommendations and guidance from health authorities.

### **Current "Return" Guidance**

*A child may be able to return to camp when a parent or guardian can ensure that they can answer YES to ALL three questions:*

- *Has it been at least 10 days since the child first had symptoms?*
- *Has it been at least 24 hours since the child had a fever, without using fever-reducing medicine?*
- *Has there been symptom improvement, including cough and shortness of breath?*

*If child has had a negative COVID-19 test, they can return to camp once there is no fever without the use of fever-reducing medicines and they have felt well for 24 hours.*

*If a child has been diagnosed with COVID-19 but does not have symptoms, they should remain out of camp until 10 days have passed since the date of their first positive COVID-19 diagnostic test, assuming they have not subsequently developed symptoms since their positive test.*

If a child has been determined to have been in close contact with someone diagnosed with COVID-19, he/she should remain out of camp for 14 days since the last known contact, unless he/she test positive. In which case, criteria above would apply. Child must complete the full 14 days of quarantine even if he/she test negative.

A child may return to camp, following normal school policies, if they receive confirmation of an alternative diagnosis from a health care provider that would explain the COVID-19 like symptom(s), once there is no fever without the use of fever-reducing medicines and they have felt well for 24 hours.

## 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 cannot 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

**2021: The Pre-Enrollment Questionnaire opens March 22. Registration for weekly sessions opens Thursday, April 1 (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.

**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).

**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.

**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 3 session costs \$130. It starts on June 15. Registration & payment deadline is June 8.

1. **Full Payment:** You pay \$130 when you register (by June 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 June 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 have passed) may not be considered. Notification is required to the Program Director in the Administrative Office, not to the camp staff.

## LATE PICK-UP

**Our pick-up sites close at 5:30pm.** 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 5:30pm, 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 INFORMATION

**We use CivicRec as our registration system, available online or in-person at the Iredell County Recreation Center.**

**Registration from mobile devices is not recommended. Be sure to get a confirmation/receipt for all registrations.**

### STEP 1: CREATE (OR LOG IN TO) A 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.

**An adult (age 18+) must be the primary name on the account. Be sure to add a profile for each family member in your account, so that they can be registered for programs or events.**

**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: [IredellParksandRec.com](http://IredellParksandRec.com)

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

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

**The Pre-Enrollment Questionnaire (PEQ) opens March 22. Weekly camp sessions open Thursday, April 1, 2021 at 6am online, and 8am at the Recreation Center.**

A "Pre-Enrollment Questionnaire" is a group of questions that need to be answered about your child (ex: allergies, 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 individual session.

**The PEQ may be completed separately or before a session registration, OR at the same time as a session registration. If you do not select the PEQ before adding a camp session to your cart, the PEQ will be automatically added to your cart for you. You will need to answer the prompt questions before you can submit your payment and finalize your registration. Note: If you are only adding to a waitlist (and not paying for a session), the PEQ will not automatically add to your cart. You will be required to complete the PEQ before your child can be moved from the waitlist into a session opening.**

The Pre-Enrollment Questionnaires (PEQs) are found in the "Youth Activities" tab on the ICPRD CivicRec catalog, under the "Summer Camps" section.

### STEP 3: REGISTER FOR CAMP SESSIONS

**Weekly camp sessions open Thursday, April 1, 2021, at 6am online and at 8am in our office. The Pre-Enrollment Questionnaire (PEQ) will be available starting March 22.**

There are 9 weeks of camp for Camp Iredell in 2021. You may choose any/all sessions that you would like your child to attend. Spaces are first-come, first-serve. Early registration is recommended. Payment is required for each session, in order to finalize a registration (payment plan or full payment).

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.**

## 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: Katie Barr, Recreation Program Specialist, Email: [katie.barr@co.iredell.nc.us](mailto:katie.barr@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 (Katie Barr)**

*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:**

***(First) Katie Barr, Recreation Program Specialist, cell phone 704-902-9680***

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

*Late pick-ups (within reason), registration issues, & absences **are NOT considered emergencies.***

*Please do not call outside of camp times, 7:30am-5:30pm during camp days, for non-emergencies.*