

IMPORTANT FAQs FOR PARENTS AND GUARDIANS

HOW DOES CAMP SELECT ITS STAFF?

Counselors and instructors are selected for sound judgment, maturity, experience, camping skills, leadership skills, and their desire to work with children in the camping environment. Counselors come from a variety of backgrounds including human service majors in college, exemplary high school students, and former campers who have graduated our Counselor In Training Program. All staff must pass reference and criminal background checks.

WHAT TYPE OF TRAINING DOES THE STAFF HAVE?

All staff undergoes a 5-day orientation that covers a variety of topics that include counseling skills, team building, programming, conflict resolution, safety and sensitive issues such as child abuse and neglect. Aquatic staff is certified lifeguards and undergo a 5-day training specific to our facility. All staff are CPR and First Aid certified.

WHAT IS THE STAFF TO CAMPER RATIO?

For ages 6 years and under, the ratio is 1 staff to 5 campers. For ages 7 years and older, the ratio is 1 staff to 10 campers.

WHAT MEDICAL INFORMATION DOES THE CAMP NEED?

We require each camper to have a physical dated and immunization within two years prior to admission. Current physical and immunization records from your child's school are acceptable. Completed health forms must be in our files before your child may be registered for camp.

DO YOU OFFER FINANCIAL ASSISTANCE?

Thanks to generous donations from YMCA families, staff, camp alumni and friends, funds are available to those who may not be able to afford a camp experience for their child. Confidential campership applications are available on request.

For more information please contact, (508) 362-6500 x 208.

WHAT HAPPENS IF MY CHILD GETS SICK AT CAMP?

The care of mildly ill campers, administration of medications, and emergency care is overseen by the camp director, who is on-site daily. A healthcare consultant is available during camp hours to provide consultation or emergency care. Based on the emergency contact provided, a parent or guardian will be contacted if the child needs to leave camp because of sickness. We ask that pick up take place within an hour time frame.

WHAT SHOULD MY CHILD BRING TO CAMP?

Every day, campers should bring a bathing suit (girls 12 years and older need to wear a one piece suit), towel, a non-perishable bag lunch, sunscreen, bug spray, and a water bottle from home. Campers should not bring: toys from home, cell phones, sandals, flip-flops or open-toe shoes, video games, iPods, or other music players. West Barnstable Day Camp and/or its' staff are not responsible for lost or stolen items.

HOW IS THE CAMP LICENSED?

Camp is licensed by the Department of Public Health and follows all state camp regulations.

WHAT HAPPENS IN EXTREME WEATHER?

In the case of thunder, lightning, extreme heat and torrential downpours, all campers are brought inside. We do request that you prepare your camper with clothes/gear for all weather. Camp leadership staff will make decisions during inclement weather to ensure safety for all campers.

DEPOSITS, PAYMENT, CANCELLATION, REFUNDS

DEPOSITS: All deposits are non-refundable, but will be credited toward the cost of camp.

DUE DATE FOR BALANCE OF PAYMENT: For each week, full payment is required no later than 5pm the Wednesday before the session begins. If the total amount due is not paid by 5pm the Wednesday before camp begins, your child will not be allowed to attend the program, and your deposit will be forfeited. Subsequently your slot at camp cannot be guaranteed, and your child may only attend if she/he is re-registered and all payments due are paid in full. For families with Child Care Network vouchers, a deposit for the last week of camp equal to your weekly parent fee is required. Each week of camp, your weekly parent fee must be paid no later than the Wednesday before camp begins, or you will receive a termination notice for your child on Friday. Your initial deposit will be applied to the last week of camp for which you have registered your child.

Please contact: lodea@ymcacapecod.org

PAYMENTS: We encourage you to make your payments on-line. Checks or money orders may also be mailed to the YMCA Cape Cod, 100 Independence Drive, Suite 200, Hyannis MA, 02601. Payments can also be made at the front desk of our West Barnstable facility. Payments **should not** be given to your child to take to camp, and we cannot accept responsibility for lost payments.

CANCELLATIONS AND REFUNDS: Cancellations must be made in writing or by e-mail sent to cancellation@ymcacapecod.org. If a written or e-mailed cancellation is received at least two weeks prior to the beginning of a session, then a full refund (less deposit) will be issued. Cancellations made in writing less than two weeks prior to the beginning of a week are subject to a late cancellation fee of \$75, and the deposit will be forfeited as well.

EXCEPTION: If a detailed note from a physician stating that your child cannot attend camp for medical reasons is submitted with your written cancellation, you will be charged a \$25 processing fee but will not forfeit your deposit, and you will receive a refund for any prepayment from the date your cancellation is received. No refunds will be made due to failure to attend, incomplete attendance, holidays, or inclement weather.