



YMCA OF THE NORTH SHORE
SUMMER CAMP
FAMILY HANDBOOK

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SECTION 1 — WELCOME

We are so glad that your camper will be joining us this summer! The purpose of this handbook is to provide you with everything you need to know about the YMCA of the North Shore camps to ensure that you and your child are ready for your first day of camp. If, after reading this handbook, you have questions, please call your local YMCA, where our friendly staff will happily assist you.

SECTION 2 — SUMMER CAMP PHILOSOPHY

2-1 Purpose

The purpose of the YMCA of the North Shore Summer Camps is to help mold young people into tomorrow's leaders. Our camps provide children with a positive, safe, fun, and creative summer experience, incorporating the YMCA of the USA character values of caring, honesty, respect, and responsibility. While having fun at camp, your child will have opportunities to practice these values so they can include them in their everyday lives. Through innovative activities delivered by qualified staff and counselors, your child can grow to their full potential.

2-2 Licensing

Safety is our highest priority. YMCA Summer Camps located in MA must comply with the regulations of the Massachusetts Department of Public Health and be licensed by the local Board of Health. Our YMCA Summer Programs comply with the regulations of the Massachusetts Department of Early Education and Care and are licensed by the Department of Early Education and Care. YMCA Summer Camps located in NH must comply with the Youth Recreation Camp regulations and be licensed by the NH Department of Health and Human Services. Our YMCA Camps are directed by full-time, year-round recreational professionals with years of camping experience. All are trained in site-specific Emergency Action Plans and are certified in First Aid and CPR. Your child's safety is our top priority!

2-3 Communication

Parents are encouraged to communicate regularly with the camp via email to Camp Directors, calling the Camp Office, or calling the YMCA directly. The camp will communicate with parents via email and phone calls using the information on file in ePACT. Please plan to be responsive to those communications.

Our camps also use the communication application Class Dojo. Class Dojo is an easy way for you to see photos of what your child is having fun doing each and every day, the friends they are making, read camp announcements and share your child's experience through your own social media.

2-4 Inclusion Support

Summer camp is a place where children of all abilities have fun, explore, try new things, and make friends. All our camps have highly trained Inclusion Specialists who help foster a proactive environment where children can be successful in navigating the camp schedule and peer interactions in the large group setting. While we are unable to provide ongoing 1x1 support for our campers, inclusion specialists also provide the camp staff with tools and strategies to support children as they participate in activities throughout the day. They provide our families with proactive communication and resource offerings to create partnerships for child success.

SECTION 3 — REGISTRATION, PAYMENTS, & PAPERWORK

3-1 Registration

We strive to make registration simple. Register online at www.northshoreymca.org or register in person at the YMCA. Once registered, you will be sent a link to complete the online enrollment packet located on the ePACT website. Registration closes every Thursday for camps at the Cape Ann, Greater Beverly, Lynch/van Otterloo, and Salem Y's, and Friday at noon for the Ipswich, Haverhill, and Plaistow Y's for the following week's session, at which time all required information must be completed and received. **All ePACT registration forms, proof of physical, and immunizations must be completed and in your electronic file before the first day of camp.** Any child with incomplete registration files will not be admitted to camp until the files are complete and reviewed by our camp staff.

The registration form provides an opportunity to share if your child struggles with large groups, loud noises, sensory tolerance, and/or natural elements. If so, the camp inclusion specialist will partner with you to develop a plan to support your child's success in navigating the camp setting.

3-2 Payment

Payment is required to reserve your space at camp. Pay in full at the time of registration or pay a \$15 per week non-refundable deposit at the time of registration and use our convenient E-pay system. E-pay will automatically draft a credit card 8 days prior to the start of your camp session. Any child/family that has an outstanding balance with the YMCA's summer camp, child care, or other programs will not be allowed to enroll in our summer camp until the prior balance is paid in full. Any payment received will go toward outstanding balances.

3-3 Flexible Pricing (UPDATED for 2026)

The YMCA is committed to ensuring that our programs and services are affordable for our community. Flexible prices are available based on income; income verification is required for flexible childcare and camp rates. Visit www.northshoreymca.org/flexible-pricing-to-apply. **All flexible pricing applications must be submitted before registering for camps at the YMCA of the North Shore.**

3-4 Registration & Refunds (NEW for 2026)

Deposits & Registration Fees

- A \$15 non-refundable deposit is required for each camp week at the time of registration. (Can eliminate all of this with a bigger deposit)
- Deposits may not be refunded under any circumstances, but may be transferred to another week within the same summer (pending availability).
- All remaining camp tuition is automatically charged 8 days before the start of each camp week.

Changes to Camp Weeks

Change deadlines vary by branch to reflect operational needs:

- Cape Ann, Greater Beverly, Haverhill, Ipswich, Lynch/van Otterloo, and Salem YMCAs: Change requests must be submitted no later than the Thursday before the upcoming camp week.
- Plaistow YMCA: Change requests must be submitted no later than Friday at 12:00 PM prior to the upcoming camp week.

Refund Schedule

Refund eligibility is based on how many days remain before the **first day of the camp week** you are registered for.

The **\$15 deposit is non-refundable** and is excluded before percentages are applied. “Days prior” refers to calendar days before the Sunday of the registered camp week.

Time Before Camp Week Starts	Refund Amount on Tuition (Excludes Deposit)
60+ Days Prior	75% Refund
59-30 Days Prior	50% Refund
29-15 Days Prior	25% Refund
14 Days or Fewer Prior	No Refund

- Refund requests must be submitted in writing
- Once a camp week begins, no refunds or credits are issued for missed days.

Special Circumstances

Refunds may be granted outside the schedule above in the following situations:

- Serious illness or injury preventing attendance, with written documentation from a licensed physician.
- Death in the immediate family (parent or sibling) only.

In these cases, a full or partial refund (including the deposit) may be issued at the YMCA’s discretion.

Program Cancellations by the YMCA

If the YMCA must cancel a camp session for any reason (such as staffing shortages, safety concerns, or low enrollment), families will receive a full refund, including the deposit.

Why This Policy Is Necessary

When you register, you reserve staff, supplies, space, and program resources for your child—regardless of whether they attend. This refund structure allows us to maintain safe, high-quality programs while offering families flexibility when cancellations occur early enough for us to reallocate resources.

SECTION 4 — WHAT TO BRING

Pack for the weather! Most Y camps are hosted outdoors, even on rainy days, unless it becomes unsafe for the campers. Camper belongings are stored separately and may not be shared, find a list below of what you'll need to make the most of every day. Campers frequently carry their backpacks between activities, so a light, sturdy backpack with weather-appropriate attire and plenty to eat/drink makes for a fun day at camp! Please be sure all belongings are clearly labeled.

4-1 Attire

Comfortable activewear and sneakers (close-toed shoes are required) work great for all the fun planned. Please pack an extra T-shirt and a pair of shorts just in case. On inclement weather days, add a sweatshirt, long pants, a raincoat, and/or boots to stay comfortable and dry.

4-2 Bathing Attire

Acceptable swim attire includes a one-piece bathing suit, tankini, board shorts or swim shorts with a swim shirt. Thongs, bikinis, and male competitive swim briefs are not permitted. Flip flops or water shoes are recommended during swim blocks, and of course, a towel for drying off.

4-3 Sun Safety

Sunscreen of 25+ SPF, Bug Spray, a wide-brimmed hat, and lip balm keep campers comfortable outdoors. Camp staff are not authorized to apply bug spray or sunscreen without written parental consent on file, so please practice applying at home.

Bug spray and sunscreen should be applied to your child prior to coming to camp so they are ready for the day!

4-4 Lunch/Snacks

Campers should pack a hearty lunch and at least two snacks. When making food choices, please remember that all YMCA Summer Camps are nut-sensitive. Please help us keep all campers in our care safe.

Healthy food choices are encouraged, and proper methods for storing meals from home should be followed, including cold packs in lunches. Board of Nutrition meals are provided at some sites in prepackaged individual servings - see your Camp Director for more information. In the event of a lost or missing meal, the parent/guardian is contacted and asked to provide one. If unable to provide in a timely fashion, the Camp Director will provide a nutritious meal.

Refillable water bottles (no glass, please) are a must! All campers and staff have adequate and centralized drinking water available. Multiple times throughout the day, campers are encouraged to refill and refresh.

4-5 Medication

A Medication Consent Form must be completed prior to any medications being dispensed - this form is found in your ePack enrollment file. Medication must be in the original container with the prescription label attached. Please pre-cut any pills, if needed. A physician's note should accompany any non-prescription medication to be administered. Medications are given immediately to the Camp Director or Health Care Supervisor to be stored in a secured cabinet or, if necessary, in the refrigerator at a temperature of 38 to 42 degrees F.

Medications not given to the Camp Director or in accordance with the above regulations will not be distributed, and the child will not be allowed to attend camp. Medications are dispensed by authorized YMCA personnel; the only exceptions are for campers with written permission to self-administer insulin, EPI-Pens, and/or asthma inhalers.

4-6 Items to Leave at Home

Sandals, slides, Pokémon, and/or similar trading cards. Technology - iPods, iPads, Smart Watches, video games, etc. Action figures, toys, stuffed animals/lovey blankets, glass food and/or drink containers, radios or music speakers, cosmetics, personal sports equipment, cell phones, money, or other valuables.

Camp is a social environment where campers are encouraged to interact. For cyber safety, phones and cameras, as well as the taking of photos, are prohibited. Please do not ask Camp Staff to be responsible for these items; we request they be left at home. The YMCA is not responsible for any missing items.

SECTION 5 — CAMP ACTIVITIES

5-1 Group Sizes

Camp is a wonderful opportunity for children to meet new people and to safely step outside their comfort zone. Generally speaking, campers are placed in groups by age. Group size, typically 10-20 campers, follows Board of Health guidelines. Campers are assigned to a group with designated counselors, and changes to the group are as limited as possible. Groups follow a predetermined schedule that avoids interaction with other groups.

5-2 Activity Schedules

Schedules include a wide variety of activities and are available to parents/guardians upon request. Daily schedules include physical activities, art, music, STEM, and other activities built around each weekly theme. Weekly special events and choice block opportunities keep campers engaged all summer. Feel free to ask camp staff specific questions regarding your child's schedule.

5-3 Swimming & Swim Checks

Certified lifeguards are on duty at all times that swimming takes place. Campers are swim checked upon their first time entering the water and designated as "Swimmers" or "Non-Swimmers". The swim check consists of jumping into water over your head, treading water for 30 seconds, swimming 25 yards, and climbing out unassisted. Campers who choose not to take the swim check are considered "Non-Swimmers". All "Non-Swimmers" are given a properly fitted USCG-approved PFD to wear. Parents may provide a PFD from home. All such PFDs must be Type I, II, or III (this does not include Puddle Jumpers) and clearly marked with the camper's name. Bring a swimsuit and a towel every day to make the most of the water fun! Campers aged 10 and above only need to pass the swim check once per week; campers under the age of 10 will participate in the swim check daily.

5-4 Field Trips

YMCA camps will provide parents/guardians with a written itinerary for any field trip prior to departure that includes sources of emergency medical care. Staff will bring health records, medications, and first aid supplies with them in case emergency care is needed for camps traveling to waterfronts. YMCA lifeguard(s) travel with the camp. Campers participating in watercraft activities are equipped with, fitted, and required to wear USCG-approved PFDs.

5-5 Challenge Course Elements

Qualified, experienced staff lead High Ropes activities during Camper Adventure time. Participation is encouraged with varying levels of difficulty, but not required. No personal bows, weapons, or rifles are allowed on Y's property.

SECTION 6 — CAMPER SCHEDULES

6-1 Camp Schedule Options

YMCA day camps operate from 9 am to 4 pm on weekdays. Drop-off runs from 8:45 am-9 am and pick-up is at 4 pm. For your convenience, many of our camps offer extended care. Register in advance for Before Care and/or After Care to extend your day. **Please review your local Y extended day times as they vary from camp to camp.**

6-2 Drop-Off Procedures

Each camper must be signed in and out by an authorized adult. It is requested that the same parent or guardian drop off and pick up every day. Once signed into camp, YMCA staff will then escort the camper to the camp space. Belongings are stored separately and may not be shared.

Non-essential visitors, including parents, volunteers, and others with no essential reason to be on the camp property, are limited to the maximum extent possible. Essential visitors such as parents picking up, instructors, and vendors, when permitted by local Board of Health regulations, are escorted by YMCA Camp Staff whenever on camp property and are never left alone with campers.

6-3 Late Drop-Off

Campers are highly encouraged to arrive before 9 am so they can join in on all of the activities planned for the day. Should a camper need to arrive late, please make arrangements in advance with the Camp Director. This will limit the waiting time before placement in your camp group. For field trip days, parents may need to travel to the field trip site for late drop-off.

6-4 Pick-Up Procedures

It is requested that the same camper parent or guardian drop off and pick up every day. Staff will need to verify and record the identity of the person picking up, so please have your ID ready.

To ensure your camper's safety, we require written notification if anyone other than a person on your authorized pick-up list in ePact is coming to get your child from camp. Such persons must present a valid picture ID at pick-up. Written notification is also required if there is a change in how your child will leave the camp property. If you desire to have your child walk home from camp, written permission is required, giving your camper the ability to sign themselves out at the end of the camp day and indicate the specific date and time your child is allowed to leave the property.

6-5 Early Pick-Up

Campers are highly encouraged to stay until 4 pm so they can join in on all of the activities planned for the day. Should a camper need to leave early, please provide a written note at drop-off stating what time you plan to get your camper. Camp staff will make sure that your child is waiting for you. For field trip days, parents may need to travel to the field trip site for early pick-up. Greater Beverly Y camps will have pick-up times of 12 pm - 1 pm or 4 pm only.

6-6 Late Pick-Up

Parents and/or authorized persons must call the Camp Office/Camp Phone if they will not be able to arrive before the official pick-up time for their camper. Each day a camper is picked up late, a fee is assessed. It is not the YMCA's intention to make money from these fees, but to defray the costs incurred. Within the first 10 minutes after your camper's scheduled pick-up time, a \$15 fee is assessed. An additional fee of \$2 per minute is assessed after the first 10 minutes.

Camp staff will begin to contact parent/authorized emergency contacts 5 minutes after the closing of the program. If staff cannot contact any individual on the authorized release list and the parent has not contacted the program to notify of their tardiness within one hour of the closing of the program, the YMCA will inform local authorities of the situation.

6-7 Absences

Please email or call the Camp Office before the start of camp to let your Camp Director know if your child will be absent from camp. If the Camp Director is not alerted, a phone call is made to inquire about your camper's absence. Refunds and credits are not issued for absences.

SECTION 7 — STAYING HEALTHY AT CAMP

7-1 Healthy Hygiene

Camp follows CDC and State Guidelines for cleaning, sanitizing, and disinfecting procedures. Personal protective equipment, hand washing, and sanitizing supplies are readily available.

- Staff remind and encourage campers to follow good hygiene practices throughout the day, including:
- Wash or sanitize hands frequently, especially before and after activities
- Cover their mouth with their elbow to cough or sneeze.
- Refrain from touching their face.
- Keep personal belongings in a designated area and away from others; sharing is prohibited. Avoid close contact with others.
- Report feeling unwell to the Camp Counselor or Camp Director.
- Adequate supplies are provided to minimize the sharing of high-touch materials and equipment

7-2 Illness

If your child is feeling ill the morning of camp or has a temperature over 100 degrees, they must be kept home until the symptoms clear for 24 hours without fever-reducing medication. If your child is ill and unable to attend camp, please notify the camp office no later than 9 am. If your child cannot attend camp, refunds are granted only when a signed physician's note is provided.

YMCA Child Care considers three concerns with its sick child policy: the child's well-being, family needs, and the well-being of the children and staff in the program. If an illness prevents a child from participating comfortably in activities, creates a greater need for care than the staff can provide without compromising the health and safety of other children, or if a child's condition is suspected to be contagious, then the child will not be able to attend the program. The following guidelines will assist the parents in determining whether or not to keep their child home.

There are illnesses for which children need to be excluded from the program due to the health risks they pose to other children and staff. If the child has had a contagious illness, they may return to child care after being evaluated by a physician and considered to pose no serious health risk to themselves or others. Written documentation from the child's healthcare provider may be required to return to the program. The time after beginning treatment and returning will vary depending on the specific disease and treatment and should be discussed with the Camp Director and/or Health Supervisor. A child will be excluded from coming to the program when the child is too ill to participate in their usual activities, or has any of the following illnesses or symptoms of infectious disease:

Symptoms

- Skin rash
- Fever of 100.4 degrees or higher
- Vomiting/Diarrhea
- Excessive nasal discharge
- Persistent cough

Contagious illness

- Conjunctivitis

- Measles, mumps, rubella
- Chickenpox
- Pinworms
- Hepatitis
- Head lice or nits
- Respiratory illnesses with symptoms including COVID-19, Flu, RSV, etc.

7-3 Responding to Infection & Illness

Caregivers are expected to be prepared to pick up a camper within 60 minutes of notification should a camper begin to not feel well or be deemed ill by the Camp Director and/or Health Supervisor. Please ensure emergency contact lists in ePACT are current.

Any person showing signs of illness at camp will be immediately isolated and sent home to talk to their medical care provider. Anyone who is positive or symptomatic for an infectious disease may not return to camp until they have met the criteria for discontinuing home isolation and have consulted with a health care provider.

In the event that our camp program experiences an exposure to an infectious disease, employees and families will be notified of the exposure while maintaining confidentiality. The YMCA is dedicated to working with and following the guidance of the local Board of Health to maintain the safest camp possible.

7-4 First Aid

YMCA camps work with a Medical Doctor as a Health Care Consultant. In addition to the physician on call, key staff are trained in emergency care and first aid to handle minor injuries or illnesses. In the event of a minor accident, injury, or illness (i.e., bloody nose, cut, or scrapes), camp staff will contact the caregiver or the emergency contact person by phone or via a report at pick-up. In the case of serious illness or accident, YMCA camp staff will utilize appropriate police, fire department, or ambulance transportation to the nearest hospital. Caregivers will be notified immediately. Our Health Care Policy has been agreed upon by our Health Care Consultant and is available in full upon request.

SECTION 8 — IN CASE OF EMERGENCY

All YMCA camp staff and bus drivers are trained in procedures to prevent, recognize, and handle emergencies. The staff on duty will not release your child to unauthorized people. Staff are trained to do frequent head counts, name-to-face roll calls, buddy checks, and monitor attendance to ensure each camper is safe.

Camp leaders have telephones readily available and a two-way radio communication system. In emergencies, the Camp Director will notify authorities and rescue personnel as needed. Caregivers will be called to inform them of the situation if it pertains to their camper.

8-1 Fire/Evacuation Drills

Fire/evacuation drills signaled by 1 long air horn blast are held to ensure all YMCA staff and children are knowledgeable of the fire/evacuation plan. Drills are held within the first 24 hours of the start of the camp session and every month thereafter. Camp-specific plans are available upon request, and maps are posted within the YMCA.

8-2 Lost Camper/Swimmer

In the event it is determined that a camper is missing, all available staff work together to locate the child. Upon indication of a missing camper, camp staff notify the Camp Director. An air horn sounds for two long blasts, indicating that a camper is missing. All groups then meet at their designated location, and attendance is taken. Staff are assigned to report to egresses to ensure that the missing person

does not leave the YMCA facility while additional YMCA staff search the facility. Staff report to their assigned locations and search until the camper is found. Should it be determined that a camper is missing at an off-site location, one YMCA staff member will remain with the entire group, while the second YMCA staff member searches the area. The first YMCA staff member will contact the Camp Director via cell phone to inform them of the situation and the exact location of the group.

8-3 Unrecognized Person

Should there be an unrecognized person on camp property, staff are trained to move campers away from the person, assess the situation, and respond appropriately. The Camp Director takes charge of directing the person off the camp property and calls 911 if the situation does not appear safe.

8-4 Off-Site Transportation

In the event it is determined that campers must relocate to an off-site location, YMCA staff will escort campers to YMCA of the North Shore vehicles, sitting two campers per seat, three if needed. A head count will be performed by the lead staff of that vehicle, as well as a name-to-face roll call to ensure all campers are present. Only appropriately licensed staff are allowed to operate the vehicles used. When transported to the emergency location, another head count and name-to-face roll call will be made.

8-5 Traffic Control

Every YMCA camp has designated traffic flow patterns. Vehicles proceed with caution when on camp property, following posted signage as well as any camp staff directions. Please park in an orderly fashion and use identified crosswalks, sidewalks, and lanes to stay away from other moving vehicles. In the event it is determined that emergency pick-up is needed, caregivers will be notified through email and/or phone. Pick-up locations will remain the same unless otherwise notified.

8-6 Inclement Weather

Most YMCA Day Camps are held outside, and on rainy days, the children may get wet. Activities will be conducted outdoors as scheduled unless dangerous inclement weather arrives (ie, hard rain, rain for an extended amount of time, thunder, and/or lightning). At that time, campers will be moved inside and will not return outside until the dangerous inclement weather has cleared the area, according to the local radar.

8-7 Heat

Depending on the temperature outside, our camps may add extra swim time or water activities to their schedules. On the occasion that the temperature is extremely hot or lingers for an extended period of days, camp activities may be scheduled indoors and/or at alternate locations so as to provide relief.

SECTION 9 — CAMP CHILD GUIDANCE PLAN

A YMCA camp program is a place where children of all abilities feel safe and welcome in our environment. We provide opportunities for children to have fun, explore, try new things, and make friends. Our highly trained Inclusion Specialists foster a proactive environment where children can successfully navigate the schedule and peer interactions in the large group setting.

Based on their age and development, campers are responsible for keeping track of and taking care of all their personal belongings. In addition to being able to independently manage a large group size and navigate their day, children are expected to be able to:

- Follow verbal directions
- Follow the schedule
- Transition between activities
- Tolerate sensory input from loud noise, life jackets, wet clothing, sunscreen, and bug spray

- Tolerate an open-air environment, outdoor activity spaces, heat/sun, insects, limited indoor rotation, unfenced spaces, exposed to the elements on rainy weather days
- Make choices at lunch and snack
- Change in/out of swimsuit or clothes
- Handle disappointment in competitive games
- Participate/tolerate in non-preferred activities

What does camp success look like for your child?

If you believe your child may struggle in any areas mentioned above, we recommend meeting to create a partnership with the Inclusion Specialist to develop plans to support your child's success. We work on building a sense of community and problem-solving skills, including peaceful conflict resolution.

Positive reinforcement and guidance will be consistent and based on the understanding of the individual's needs and development of the camper. Our YMCA will focus on positive discipline, using group incentives based on the YMCA's four core Character Development values of caring, honesty, respect, and responsibility. We will support the camper's ability to navigate peer conflicts by practicing the 3 B's - BE SAFE, BE KIND, BE CALM.

Camp rules are consistently introduced and reviewed prior to specific activities and throughout the day as needed. Data is collected on individual behaviors presenting outside the social norm and require attention and intervention. This data outlines what might be triggering the behavior, to build an Inclusion Support Plan. The plan will celebrate positive behaviors the child exhibits to encourage the replacement behavior. The goal is to support the child's skill development, allowing them to participate in the large group setting to build strong self-esteem and navigate their peers to create meaningful friendships.

9-1 Prohibitions to Guidance Plan

- Corporal punishment, including spanking, is prohibited
- No camper shall be subjected to cruel or severe punishment, humiliation, or verbal abuse
- No camper shall be denied food, water, or shelter as a form of punishment
- No child shall be punished for soiling, wetting, or not using the toilet

If a behavior threatens or causes injury to the camper, another camper, and/or staff person, the parent/guardian and program staff must discuss whether this is an appropriate placement for the camper. Some indicators that continued attendance in the program may be ill-advised are:

- The camper's behavior is so intense that it is likely the camper will be isolated and ostracized by other children if it continues.
- The camper's behavior is causing stress and impacting their own mental health.
- There is a serious possibility of harm to the camper, other campers, or staff, and it has become extremely difficult for this camper and/or other campers to learn and grow in the program.
- The camper's behavior consumes much of the staff's time and energy to the detriment of the other campers' experience.

9-2 Strategies Implemented by YMCA Staff (depending on the situation):

If the camper needs a break from the activity to calm down and re-group, they will take a walk with the Inclusion Specialist and a second staff member, or take a break in the Director's office and have vulnerabilities met and calming tools used to support their internal regulation.

If the following situations arise during this time of dysregulation, families will be contacted for an immediate pick up from camp. A break from service may be necessary to determine the level of need to participate and further placement:

- Physical fighting with another camper
- Habitual use of swearing/foul language

- Hitting and/or kicking a staff member/another camper/visitor
- Inappropriate physical touching of a staff member/another camper/visitor
- Leaving the campground/area

If it is determined that placement needs to be terminated, any fees paid in advance will be returned on a pro-rated basis. The Inclusion Specialist will support the family by providing community resources (DMH, DDS, pediatrician, therapists) to help them find support to meet their child's needs. An exit plan will be discussed to support the child through the transition

PARENT COOPERATION

Parents/Guardians are an integral part of the team when determining behavior modification strategies and consistently following those to support the child's success. When there is a breakdown of trust in the YMCA leadership and an inability to maintain a cooperative partnership that aligns with the values and expectations of our program, we will need to make the difficult decision to terminate access to services.

SECTION 10 — EXPERIENCED CAMP STAFF

10-1 Hiring & Training Camp Staff

All YMCA of the North Shore Employees and Volunteers (Camp and Non-Camp) are required to complete a background check, including a CORI, SORI, prior work history, and positive references. Each staff person and volunteer shall have a background free of conduct that bears adversely upon his or her ability to provide for the safety and well-being of campers.

Camp staff complete a rigorous training program covering the camp organization, policies, and procedures. The program includes specific training for specialty activities and training to meet campers' unique needs of support. In addition, Camp staff complete First Aid, CPR, Head's Up concussion safety, Emergency Action Plan and Child Abuse & Neglect Prevention Training. All employees of the YMCA of the North Shore are mandated reporters and obligated to let their director/supervisor know of any signs of abuse and/or neglect. The director/supervisor is then obligated to inform the Executive Director of their YMCA branch of the case, who then informs the Executive Director of Education, who will work with appropriate staff to investigate the concerns and determine if a report needs to be made to the Department of Children and Families.

Caregivers have the right to request copies of procedures for background checks, health care, discipline, and grievance.

10-2 Camper/Counselor Ratios

YMCA of the North Shore puts the safety of your camper first. Our camps maintain the ratios listed below.

- Day Camps
 - 1 counselor for every 5 campers under the age of 7 and 1 counselor for every 10 campers age 7 and older
- EEC Summer Programs
 - 1 counselor for every 13 participants ages 5 to age 14
- Travel Camps
 - 1 counselor for every 5 campers under the age of 7 1 counselor for every 10 campers, minimum of 2 counselors
- STAR Camps
 - 1 counselor for every 2 to 4 campers, depending on age

