

For a better us.®

HENDERSON FAMILY YMCA

**FIND YOUR FUN.  
FIND YOUR Y.**

Youth

Development Handbook

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# WELCOME!

Dear Families,

Thank you for choosing the Henderson Family YMCA to help grow and develop your child. We consider it an honor to work with your child and family. The Henderson Family YMCA has been operating youth programs for more than 30 years and it is a joy for us to continue to serve our community in this capacity. We have a vested interest in helping your child become an adult who will make a positive impact in the community.

We adhere to the YMCA’s Development of Children and Youth Development Best Practices.

This means that we:

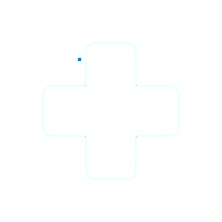
1. Champion character building by providing opportunities to build relationships and build problem-solving skills.
2. Foster the leadership potential and civic engagement of young people.
3. Create a supportive and welcoming environment for families that helps strengthen family bonds.
4. Champion inclusion and respond to the comprehensive needs of children and families.
5. Systematically follow nationally recognized standards for quality and safety.

Social-Emotional Learning (SEL) is the foundation of our programs and activities. The skills of empathy, relationship building, personal development, responsibility and emotion management are the building blocks that help children grow into healthy, caring, and responsible people.

It is our goal to provide your child with an enriching experience full of fun, laughter, and learning! Feel free to provide us with input into our program and services. We look forward to an amazing time learning and growing together.

Sincerely,   
Your YMCA Youth Development Team

# WHAT TO EXPECT



**HEALTH AND SAFETY**

The health and safety of youth is our top priority. Our goal is to help children feel safe and be safe while they participate in YMCA programs



**ACHIEVEMENT**

Achievement focuses on the opportunity for youth to gain new knowledge, skills or abilities while gaining confidence in themselves.



**RELATIONSHIPS**

The Y provides a unique environment where friendships flourish. When youth develop relationships with their peers and with staff, they build strong peer bonds. At the Y, youth are provided with exposure to strong adult mentors and leaders.



**BELONGING**

Unique rituals and YMCA pride play a big role in providing youth with a sense of belonging throughout the program.



**CHARACTER DEVELOPMENT**

Character plays a big role at the Y. Our staff are trained to embed character development into games, teambuilders, daily routine activities and even snack! We strive to give youth an opportunity to develop and exhibit healthy character.

**HEALTH AND WELL-BEING**

The YMCA’s mission is to build healthy, spirits minds and bodies. We encourage healthy habits through healthy lunch box challenges, mindfulness moments and lots of physical activity. Our overall goal is to encourage youth and staff to enjoy healthy meals, healthy minds and healthy play!

# OPERA**TIONS AND ADMISSIONS**

# SUMMER DAY CAMP OPERA**TIONS**

**Hours of Operation Monday-Friday 7:30am –6:00pm**

|  |  |
| --- | --- |
| **WEEK** | **PAYMENT DUE DATE** |
| June 10-June 14 | Wednesday, June 5 |
| June 17-June 21 | Wednesday, June 12 |
| June 24-June 28 | Wednesday, June 19 |
| July 8-July 12 | Wednesday, July 3 |
| July 15-July 19 | Wednesday, July 10 |
| July 22-July 26 | Wednesday, July 17 |
| July 29-August 2 | Wednesday, July 24 |
| August 5-August 9 | Wednesday, July 31 |
| August 12-August 16 | Wednesday, August 7 |

\*All programs will be closed July 1st-July 5th

ADMISSION CRITERIA

Children must be entering kindergarten and can be up to age 12 to be accepted into the Henderson Family YMCA's summer day camp program or have turned 5 years old by August 31, 2024. Families can visit the program and meet with available staff prior to registration. Please reach out to your branch Youth Development Director to schedule tours.

We will notify families of any changes to our operation policies in writing.

ENROLLMENT

Online enrollment is required along with a one-time non-refundable $30 registration fee. A $10.00 deposit is required for each registered week. This deposit is due upon registration and is applied to the weekly camp fee.

Registration ends the Monday before each week of camp and payment Is due by the following Wednesday.

ALL YMCA prior program past due balances must be paid in full before a child can attend and/or enroll in summer day camp. There will be no refund on deposits or payment for days/weeks not attended due to past due balance.

YMCA youth programs are only provided as full-time care and the full rate must be paid by the due date for each week.

Automatic drafts are set up in your online account.

FINANCIAL ASSISTANCE

It is our goal for ALL children to be able to experience the YMCA! Through our Annual Giving Campaign, we are able to offer financial assistance to individuals who may be in financial hardship. If you are experiencing financial difficulties, applications are available at the front desk or online. To receive aid, you must submit a completed financial assistance application with additional documents attached. Financial aid is provided on a first come first come basis and can take up to 10 days to process.

Financial Assistance applications without the necessary documents will cause a delay in processing.

We cannot guarantee program spaces will be available while awaiting application approval. Nor can we guarantee all families will receive financial assistance regardless of being already registered for the youth program.

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# ARRIVAL AND DEPARTURE PROCEDURES

For the safety of all children, please sign them in and out of the program daily.



All individuals authorized to pick up children **must** be at least 16 years old, show ID, and be listed on the registration form or the child will not be released to that person. No child can leave the YMCA premises without a parent/guardian or any other authorized individual. No child will be able to walk/or ride a bicycle home without an authorized individual.

LATE DROP OFF/EARLY PICK-UP

Camp and full day drop off ends at 9:00am and pick up begins at 4:00pm. YMCA camp & full day programs designates drop off and pick up staff during dedicated times. Between the hours of 9:00am and 4:00pm program staff are engaged in other YMCA operations.

LATE PICK-UP POLICY

YMCA youth programs end at 6:00pm. The YMCA allows a 5-minute grace period before a $10 late fee is assessed. Caregivers are responsible for making arrangements for youth to be picked up by another authorized person should they be delayed.

Late fee payments are due upon pick up. Children cannot return to the program unless late pick up fees are paid.

Please note that YMCA program participation may be discontinued if lateness become excessive, and the 5-minute grace period can be discontinued if it becomes the regular pick-up time.

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# PARENT & CHILD RIGHTS

QUESTIONS

Questions or concerns about the policies and procedures of the Youth Development program can be directed to any of the YMCA program directors. Your questions will be answered in a timely manner.

PARENT/GUARDIAN SITE VISITATION

Parents and guardians are always welcome to visit our program any time during our hours of operation. Just stop by the director’s office to check in.

PARENT/GUARDIAN PARTICIPATION

Parents must have a volunteer application on file and comply with minimum standards that apply to staff, including having a criminal history check before they can participate in YMCA youth program operation. For more information, please contact the Youth Development Director.

PARENT/GUARDIAN RIGHTS

Parents/Guardians, upon presentation of identification, have the right to enter and visit the YMCA, without advance notice to the program, but must inform staff of their arrival. The law prohibits discrimination of retaliation against any child or parent/guardian to exercise their rights to visit.

* The law authorizes the person in charge of the YMCA facility to deny access to the parent/guardian under the following circumstances:
* The parent/guardian is behaving in a way that poses a risk to the children in the facility or the adult is a non-custodial parent and the facility has been requested in writing by the custodial parent to not permit access to the non-custodial parents. Court documents must be on file as well.

**Under no circumstances should a parent/guardian approach another child other than their own.** While in the facility caregivers are always expected to act appropriately by speaking in an appropriate tone using appropriate language. Any parent/guardian who behaves inappropriately will be asked to leave the facility and their child’s space in the program can be forfeited without a refund of fees paid.

CHILD’S PERSONAL RIGHTS

Each child receiving services from YMCA Youth Development programs shall have rights, which include but are not limited to the following:

* To be treated with dignity in his or her personal relationship with staff and other persons and have their personal boundaries respected.
* To be accorded safety, healthful and comfortable accommodations furnishing and equipment to meet his or her needs;
* To be free from corporal or unusual punishment, infliction of pain humiliation, intimidation, ridicule, coercion, threats, mental abuse, or other actions of a punitive nature including but not limited to interference with the daily living functions, such as eating, sleeping, toileting, or withholding of shelter, clothing, food or medication.

It is the YMCA’s intent to meet the needs of children especially when the parents may be experiencing difficult situations such as a divorce, separation, or remarriage. However, the YMCA cannot legally restrict the non-custodial parent from visiting the child, reviewing the child’s records, or picking the child up unless the YMCA has been furnished with current legal documents. Copies of these court documents must be kept in the child’s file.

# CHILD ABUSE PREVENTION

This organization has **zero tolerance** for abuse and will not tolerate the mistreatment or abuse of youth in its programs. Any mistreatment or abuse by an employee or volunteer will result in disciplinary action, up to and including termination of employment or volunteer service and cooperation with law enforcement.

The YMCA also has **zero tolerance** for abuse, mistreatment, or sexual activity among youth within the organization. This organization is committed to providing all youth with a safe environment and will not tolerate the mistreatment or abuse of one youth by another youth. Conduct by youth that rises to the level of abuse, mistreatment, or sexual activity will result in intervention or disciplinary action, up to and including, dismissal from the program.

In addition, the YMCA will not tolerate any behavior that is classified under the definition of bullying, and to the extent that such actions are disruptive, the organization will take the necessary steps to eliminate such behavior.

At the Y, we believe that youth can contribute to their own safety if they know what is acceptable and what to expect from YMCA staff, volunteers and other youth. If youth know that violations have occurred or that personal boundaries are crossed, they can spot them and be empowered to let a trusted adult know.

The YMCA will provide youth with age and developmentally appropriate information explaining our organization’s policies and procedures related to abuse prevention. In our youth programs, we discuss the following:

* Appropriate and inappropriate displays of physical affection.
* Appropriate and inappropriate verbal communication.
* Appropriate interactions between employees/volunteers and youth.
* Appropriate electronic communication between YMCA staff and youth.
* Appropriate gift giving and receiving.
* Appropriate and inappropriate youth-to youth interactions and understanding of personal boundaries.
* How to report concerns, complaints, or grievances to a trusted adult.

ELECTRONIC COMMUNICATION

Direct or text messaging between youth and employees/volunteers is not allowed, unless approved by a program supervisor and administrator. Employees and volunteers are not permitted to befriend/follow youth on social networking or social media sites. Youth will comply with the organization’s policies governing the use of personal mobile communication devices while in programming.

REPORTING

Because our organization is dedicated to maintaining zero tolerance for abuse, it is imperative that everyone, actively participate in the protection of youth. In the event that a child observes any suspicious or inappropriate behaviors and/or policy violations on the part of other employees, volunteers, or other child, it is their personal responsibility to immediately report their observations. At the YMCA, the policies apply to everyone.

PHYSICAL CONTACT POLICY

The YMCA’s physical contact policy promotes a positive, nurturing environment while protecting youth, employees and volunteers. The YMCA encourages appropriate physical contact with all youth and prohibits inappropriate displays of physical contact. Any inappropriate physical contact by employees or volunteers towards youth in the YMCA’s programs will result in disciplinary action, up to and including termination of employment.

The YMCA’s policies for appropriate and inappropriate physical interactions include but are not limited to:

|  |  |
| --- | --- |
| Appropriate Physical Interactions | Inappropriate Physical Interactions |
| Contact initiated by the youth such as:   * Side hugs * Shoulder-to-shoulder or temple hugs. * Pats on the shoulder or back * Handshakes * High-fives and hand slapping * Pats on the head when culturally appropriate * Touching hands, shoulders, and arms * Arms around shoulders * Holding hands (with young children in escorting situations) | * Full-frontal hugs * Kisses * Showing affection in isolated areas or while one-on-one * Lap sitting * Wrestling * Piggyback rides * Tickling * Allowing a child to cling to an employee’s or volunteer’s leg * Allowing a child, older than kindergarten, to sit on an employee or volunteer’s lap * Any type of massage given by or to a child outside of accepted and documented medical treatment * Any form of affection that is unwanted by the child or the employee or volunteer * Touching bottom, chest, or genital areas that is outside authorized and documented personal care assistance |

VERBAL CONTACT POLICY

Employees and volunteers are prohibited from speaking to youth in a way that is, or could be construed by any observer, as harsh, coercive, threatening, intimidating, shaming, derogatory, demeaning, or humiliating.

Employees and volunteers must not initiate sexually oriented conversations with youth Employees and volunteers are not permitted to discuss their own sexual activities with youth.

The YMCA’s policies for appropriate and inappropriate verbal interactions include but are not limited to:

|  |  |
| --- | --- |
| Appropriate Verbal Interactions | Inappropriate Verbal Interactions |
| * Positive reinforcement * Appropriate jokes * Encouragement * Praise * Strength-based conversations * Self-disclosure as a supervised therapeutic tool by licensed clinicians, medical professionals, and pastoral counseling. | * Name-calling * Discussing sexual encounters or in any way involving children in the personal problems or issues of employees and volunteers * Secrets * Cursing * Off-color or sexual jokes * Shaming, belittling * Oversharing personal history * Derogatory remarks * Harsh language that may frighten, threaten or humiliate a child. * Derogatory remarks about a child or his/her family * Compliments relating to physique or body development |

# MEDICAL AND EMERGENCY

ILLNESS AND EXCLUSION

**If a child cannot go outside or participate in the program due to illness, the child needs to remain at home.** Children may not attend if they are not feeling well. If a child vomits for any reason they must be picked up by a parent/guardian or authorized individual within 1 hour of notification. No child may attend a youth program if they have ringworm, pink eye, flu, or any other communicable illness. A doctor must treat any contagious infection; virus or fever and the child can return 24 hours after a doctor’s note has been issued.

PROCEDURES FOR NOTIFICATION

Families will be notified in person, over the phone, or in writing of any special discipline problems with a child. If there are any life-threatening emergencies, families will be notified after emergency care has been called and provided. We do not make phone calls because of a meal aversion or to provide swim clothes. Parents/guardians are only notified for true emergencies or behavior support.

PROCEDURES FOR DISPENSING MEDICATION

The YMCA will not administer any medication unless the parent or guardian completes a medication form, and the medication is in its ORIGINAL container. Medication that is not in its original container or labeled with a pharmacy prescription will be confiscated and returned to the parent at the end of the day. The container must include the child’s name, the type of prescription and the dosage. If it is an over-the-counter medication that the doctor has prescribed, a doctor’s prescription must accompany it.

TOPICAL OINTMENTS

(Lotion, Sunblock, Deodorant, etc.)

A topical ointment form must be completed and provided to the program director for any topical ointments. Sunscreen should be applied on your child prior to camp arrival and camp staff will reapply when needed. Ointments will not be carried around the facility. Aerosol sunblock, lotions, bugs sprays or deodorants are not allowed. Failure to adhere to this policy will result in the removal of the aerosol item.

PROCEDURES FOR HANDLING MEDICAL EMERGENCIES

If a child becomes injured or ill (vomiting or a fever of 100 degrees or higher) while in the YMCA care, staff will do the following:

1. In extreme emergencies, 911 will be called and first aid and/or CPR will be administered.
2. Contact the parent or guardian.
3. If necessary, have the child transported to the nearest medical facility.
4. Complete necessary paperwork for YMCA as required by our YMCA and/or the NC childcare licensing policy.

EMERGENCY DRILLS

The YMCA conducts fire emergency evacuation, lost child, and lockdown drills. Parents/guardians, program staff and children may or may not be made aware of drill dates or times, as this is the most effective way to assess the success for fire and emergency/evacuation plans.

During a fire/emergency drill, parents/guardians may not sign children into or out of the YMCA but must wait until the drill is complete and children have returned to the building. Parents/guardians can wait with their child until the drill is over and can sign them out after.

# BEHAVIOR SUPPORT AND SERVICE TERMINATION



BEHAVIOR SUPPORT

Praise and positive reinforcement are effective methods of behavior management of children. When a child receives positive, non-violent and understanding interactions from adults and others, they develop good self-concepts, problem-solving abilities and self-discipline. Based on this belief of how children learn and develop values, the YMCA will practice the following behavior guidance techniques and policies.

Children are expected to adhere to all YMCA expectations and rules.

The following procedures are used when working with unacceptable behavior:

* Clear Warning, including discussion of the problem that occurred with the child.
* If problems are reoccurring, age-appropriate renewal time will be used as needed and repeated renewal time as needed.
* Behavior management report will be completed, and child will meet with the Youth Development Director. Parent will receive behavior management form to sign and date.
* After two behavior management reports, a parent meeting with site director will be arranged.
* Three write-ups, persistent problems or situations that endanger the child or others at the program could result in suspension or termination from the program.
* Fighting results in automatic suspension without a refund of fees.

If a child is suspended or terminated from the program, the current week will not be refunded.

DISRUPTIVE BEHAVIOR

Children are entitled to a pleasant environment at the YMCA; therefore, the YMCA cannot serve children who display chronic disruptive behavior. Such behavior is defined at verbal or physical activity that may involve but is not limited bullying behavior or behavior that requires constant attention from the staff, inflicts physical or emotional harm on other children, abuses the staff and /or disobeys the rules that guide behavior.

If a child cannot adjust to the YMCA setting and behave appropriately, the child may be discharged. Reasonable efforts will be made to help children adjust to the YMCA setting.

**The YMCA reserves the right to suspend a child for behaviors that cause physical or mental harm to themselves or other children.**

BULLYING

Our organization **will not** tolerate the mistreatment or abuse of one youth by another youth. Bullying is aggressive behavior that is intentional, is repeated over time, and involves an imbalance of power or strength. Bullying can take on various forms including physical bullying, verbal bullying, nonverbal or relational bullying, cyberbullying, sexualized bullying, and hazing.

Anyone who sees an act of bullying, and who then encourages it, is engaging in bullying. This policy applies to all youth, employees, and volunteers.

TERMINATION OF SERVICES

Program services can be terminated for, but not limited to:

* Consistent late pick-ups
* Failure to pay tuition in a timely manner
* Failure to comply with facility’s policies concerning ill children
* Being unreachable and out of touch by phone
* Failure to provide documentation requested by the YMCA
* Failure to keep records current
* Failure to provide emergency contact updates
* Extreme behavior that prevents youth from participating safely with peers

# STAFF HIRING AND TRAINING

STAFF HIRING

All staff are screened and trained through the following process:

1. Selected candidates are interviewed one on one with the Youth Development Director.
2. Candidates are selected based on their childcare experience, attitude, references and display of YMCA values.
3. 2 reference checks are conducted on each candidate.
4. A completed criminal history check.



YOUTH DEVELOPMENT LEADER TRAINING

Extensive 2-hour orientation that addresses policies and procedures of YMCA youth programming:

Training covers the YMCA code of conduct, child abuse and neglect, and YMCA HR policies.

All staff are certified in CPR/AED, First Aid and receive Bloodborne Pathogen training.

Staff also receive 32 hours of on-site and online trainings focused on youth development that cover topics such as:

* YMCA Values
* Social Emotional Development
* Inclusive Practices
* Effective Group Management
* Behavior Management
* Bullying
* Water Safety
* Games, Skits, Songs

Monthly and/or weekly in-service training is required for all staff.

# MEALS AND FOOD SERVICE

FREE SUMMER FEEDING PROGRAM

Breakfast, lunch, and an afternoon snack are provided for all children at the YMCA through the free summer feeding program. The YMCA will provide a menu for breakfast, lunch, and snack. We **will not** be able to provide accommodation for specific eating habits without medical or allergy documentation from your child’s doctor. You have the option to opt-out of participating in the free summer feeding program with your branch director or during program registration.

Parents/guardians will not be contacted to bring children meals for items they choose not to eat. The YMCA will not provide meals that include pork or nuts.

All meals meet the USDA standards for healthy meals for children. Your child can bring their own lunch or snacks. Meals cannot be heated.

**PLEASE PROVIDE A WATER BOTTLE EACH DAY.**

We do not call home if a child does not like a particular meal or snack that is provided by the YMCA. Families are welcome to send their child a snack or meal each day. We ask that all meals contain a dairy, grain, protein, fruit, and vegetable to ensure a well-rounded and healthy lunch.

PROHIBITED FOODS

YMCA youth programs are nut free.

It is recommended not to send fried foods, cookies, cakes, candy, soda of any kind to YMCA programs.



# PROGRAM COMPONENTS

FIELD TRIPS

Children will go on at least one on-site or off-site field trip each week. Children must wear their field trip shirts during off-site field trips days. Money is not needed on field trip days.

Attending trips and riding on the YMCA bus **is a privilege**. Staff reserve the right to require a parent or guardian to attend a field trip if we feel it is unsafe or hazardous for their child to attend.

We also reserve the right to not allow a child to attend the program on a field trip day if a parent or guardian cannot attend due to behavior/safety concerns.



**TRANSPORTATION**

ALL children MUST obey the following transportation rules:

1. Enter and leave the vehicle on the curbside of the road on the side of the vehicle.
2. Remain seated with all parts of their bodies in their seats.
3. Face forward with hands and feet out of the aisles.
4. Keep hands and feet to themselves.
5. Listen to instructions of all staff.

The following procedures are followed when transporting children:

* One or more staff member(s) will carry emergency contact information for all children on the bus
* First Aid kits will be on all buses.
* Buses will be in good working condition without any obvious hazards
* Drivers will be 18 years old and have emergency medical consent forms
* All proper loading and unloading procedures are followed.
* Drivers have a clean driving record with no DWI or DUI

ANIMALS

Animals other than fish are not a regular part of youth programs. If there is an occasion for animals to be present at the program, families will be given written notification at least 48 hours in advance.

LESSON PLANS AND CALENDARS

Weekly activity plans and monthly calendars with special events and other important information are developed weekly and are available upon request. If you have any questions about the week or month’s activities, please contact the Youth Development Director.

DRESS CODE

**Please send your child in clothing that can get messy.** At the Y, we sweat, run, jump, swim, paint and much more. We do not want your child’s best clothes to get messy. What fun would the YMCA be if we couldn’t jump in muddy puddles?! Sneakers are preferred but closed toed shoes are acceptable. **Flip flops and sandals are not appropriate camp wear**. Shorts must be fingertip length or longer.

ELECTRONICS & TOYS

**Please keep all electronics and toys at home.** While at the Y we want youth to engage with activities and their peers. Electronics such as gaming devices, phones, tablets, etc. should remain at home. Toys, cards, fidgets will also need to remain at home. These items can be confiscated by staff if they are discovered. The YMCA has plenty of toys and cards for youth to enjoy!

**The YMCA is not responsible for lost, stolen or damaged items.**

# SWIM LESSONS AND POOL TIME

Swim lessons are offered twice a week and pool time is offered daily during the YMCA Summer Program. Please check with your branch’s Youth Development Director to determine when your child will swim.

All children will be required to wear a life vest unless a swim test is passed. Swim tests are administered by the lifeguard on duty.

SWIM ATTIRE:

* Girls: one-piece swimsuit.
* Boys: wear swim trunks.
* Basketball shorts or T-shirts **are not** allowed in the pool.

POOL EXPECTATIONS:

Swimming is a privilege. Staff may take away swimming or swim time for misbehavior.

Staff members will have a first-aid kit and emergency contact information for each child.

Staff members with training in CPR and first aid will be present.



### YOUTH EXPECTATIONS

1. Keep hands, feet, and objects to yourself.
2. Follow directions quickly.
3. Respect yourself, respect others and your YMCA.
4. Be safe, be kind, be honest.
5. Always, always, always try your best.

### WEEKLY ACTIVITIES AT A GLANCE

**Assembly**

Assembly is when all groups are together to get excited for a new day or week at the Y! Youth sing, chant, and dance. This is also the time to introduce our Character Development Focus.

**Character Development (Social-Emotional Learning)**

Character development is at the core of the YMCA. Youth will explore and develop their personal character through caring honesty, respect, responsibility, empathy, emotion management, personal development and relationship building.

**Swimming**

Swimming is a favorite part of the day! Youth have the opportunity to cool off in the YMCA pool. Don’t worry if your child is not a strong swimmer, lessons will be on Tuesday and Thursday. Life vest will also be provided.

**STEM**

Weekly youth will engage in STEM (Science, Technology, Engineering and Math) activities. These activities promote teamwork, problem-solving and critical thinking skills.

**Art**

Drawing, painting creating and more. But art goes beyond the paint at the YMCA. Youth have opportunities to engage in fine arts such as drama, singing and dance!

**Field Trip**

During the time in the program, youth will attend weekly on-site or off-site field trips. During on-site trips, a special presentation is conducted for the youth such as guest speakers, animal presentations or science shows. Youth also attend off-site trips where they have time away from the YMCA building and explore areas such as parks and museums.

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### FEE SCHEDULE

|  |  |
| --- | --- |
| **WEEK** | **PAYMENT DUE DATE** |
| June 10-June 14 | Wednesday, June 5 |
| June 17-June 21 | Wednesday, June 12 |
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| July 29-August 2 | Wednesday, July 24 |
| August 5-August 9 | Wednesday, July 31 |
| August 12-August 16 | Wednesday, August 7 |



Camp is closed July 1-July 5

**SCHEDULE**

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