



Island of Hawai'i YMCA New Horizons Handbook 2026-2027



**300 West Lanikaula Street
Hilo, HI 96720
(808)935-3721 ext. 1008
www.islandofhawaiiymca.org**



ALOHA Parents!

Welcome to the New Horizons Youth Day Camp! The YMCA provides a safe, nurturing, and enriching environment for all campers. At the YMCA, everyone is welcome regardless of ability, age, background, ethnicity, race, faith, gender, gender identity, or sexual orientation. In a diverse world, we are stronger when we are inclusive. The doors are open to all, everyone can learn, grow, and thrive.

This handbook is designed to give you the essential information you'll need to help achieve the YMCA's shared goals. With your support, a strong foundation will be built for your child's care and development.

"When school is out, the YMCA is in!" You can count on the YMCA to provide consistency and support your child's needs throughout their time.

All major program updates will be sent via email, so please ensure your contact information is current. If you have any questions, feel free to call the YMCA at **808-935-3721 ext. 1008**, or Charles Fenenbock, **Youth Programs Director**, at charles.fenenbock@islandofhawaiiymca.org

Mahalo for choosing the Island of Hawai'i YMCA for your childcare needs!

Mahalo,

Wendy Botelho

Chief Executive Officer

Charles Fenenbock

Youth Program Director



PREFACE

The purpose of this handbook is to serve as a quick and helpful reference for children and parents participating in the Island of Hawai'i YMCA Youth Day Camp Program. It contains important information about the policies, procedures, and expectations specific to YMCA's youth program. Please note that some policies may be updated as needed.

The strength of this program lies in the ability, dedication, enthusiasm, and cooperation of everyone involved—the staff, campers, and families. YMCA's staff hope that you and your child find the experience to be positive, rewarding, and enriching.

MISSION STATEMENT

The Island of Hawai'i YMCA's mission statement is to *"Share God's Love with children, adults, and families of all races and faiths by putting Christian principles into practice through programs that build healthy spirit, mind and body for all."* The YMCA shall be nondenominational and shall not discriminate based on race, sex, color, religion or national origin.

PROGRAM GOALS

At the YMCA, children will gain:

- Personal Development
- Social Development
- Leadership Development
- Cultural Diversity
- Strengthening Healthy Relationship Skills
- Prioritizing Education
- Personal Health & Safety



CORE VALUES

- Caring – To love others and to be sensitive to the well-being of others.
- Honesty – To tell the truth. To be worthy of trust. To have integrity and make sure one's values are displayed through actions.
- Respect – To treat others the way one would like to be treated. To value each person, including one's own self.
- Responsibility – To do what we ought to do. To be accountable for our behavior, actions, and obligations.

YMCA BACKGROUND

The YMCA has been serving the Hawai'i community since the early 1900s, providing members with fitness and healthy living programs that support a mission to enhance quality of life. Through strong community presence and partnerships, the YMCA's committed not only to making promises—but to delivering lasting, positive changes.

Youth Programs reflect this mission by promoting healthy lifestyles among youth participants. As part of further efforts, the YMCA participates in a youth Electronic Smoking Device (ESD) prevention initiative. This program aims to raise awareness about the dangers of ESD use among young people.

The YMCA remains dedicated to offering enrichment programs rooted in these core values: **caring, honesty, respect, interaction, exploration, and physical activity.**

STAFF TRAINING & LEADER-TO-CHILD RATIO

All YMCA staff complete comprehensive training prior to working camp. Training includes CPR, First Aid, Character development, Age-appropriate programming, Bullying prevention, Child abuse awareness, and other key topics. This preparation ensures that your child has a safe, enriching, and enjoyable experience from their very first day with the YMCA.



CAMP HOURS AND PROCEDURES

Monday – Friday 6:30 am – 5:30 pm - (*Some holidays observed*)

DROP OFF: Please accompany your child to the check-in table or office. Drop off time is any time after 6:30 a.m. – **NOTHING EARLIER.** Breakfast is served at 8:00 a.m. daily. Children who are dropped off after 8:30 a.m. will need to provide their own breakfast. Mid-morning snack is at 10:20 a.m.

PICK-UP: Please proceed to the check-out table or office and inform the YMCA staff of the name of the child you are picking up. Note that the quiet/nap time is between 1:15 pm- 2:15 pm daily. Pick-up is no later than 5:30 pm. If you are running late, call 808-935-3721 ext. 1008

If your child is picked up late, you will be assessed a \$15.00 late fee per child for every 15 minutes beyond closing time. (1-15 minutes late: \$15.00; 16-30 minutes late: \$30.00, etc.)

Chronic early drop-offs and late pick-ups may cause immediate program termination. See section on termination.

Your child will ONLY be allowed to be picked up by parent/legal guardian or others listed on the emergency contact list. Please call and notify our office if someone else will be picking up your child. For the child's safety, ID is required.

For your child's safety and the safety of others, please DO NOT proceed past the check-in/check-out table unless accompanied by a YMCA staff member.

DAY CAMP ENTRANCE REQUIREMENT

Upon arrival, each child is required to place their belongings in a designated area and assigned locker/cubby. Children will wash hands with soap and water before reporting to the Multi-Purpose Room (MPR) to wait for breakfast. Each child will keep the same locker/cubby for the duration of the camp.

Campers are assigned to groups based on age, with a staff-to-child ratio of 1:20 to ensure proper supervision and engagement.

GENERAL HEALTH PRACTICES

Please inform the YMCA staff immediately if your child has a communicable illness or infection. The YMCA will take appropriate precautions and notify other parents, if necessary. Children diagnosed with communicable conditions may return to camp once a physician's note clearing them to participate is provided. For any health-related concerns, please consult with the Youth Program Director.

The YMCA reserves the right to conduct random head lice (uku) checks. If a child is found to have head lice or lice eggs (nits), the child will be sent home and may return after **two**

days, provided they are completely free of lice and nits. Upon returning, the child must be rechecked and cleared **before** the parent or guardian leaves the facility.

If your child requires medication during camp hours, please contact the CEO for further instructions.

The YMCA actively promotes and models healthy hygiene habits, including regular tooth brushing, flossing, daily use of deodorant, showering, and wearing clean clothes.



ACCIDENT AND MEDICAL EMERGENCY PROCEDURES

Your child's safety is top priority. In the event of a medical emergency, the YMCA will contact parents immediately.

Parents are required to inform the YMCA of any changes to mailing address, email, or phone numbers. If parents are not reachable, the Youth Program Director is authorized to seek professional medical assistance. In case of a serious emergency, 911 will be called immediately. Please note that parents and/or guardians are responsible for any medical service charges incurred. Parents and legal guardians are encouraged to notify the YMCA of any health conditions that may limit or affect their child's participation in activities. This information should be thoroughly completed on the enrollment application.

Food Allergies:

It is essential that all food allergies are clearly listed on the enrollment application. Allergies will be recognized only with documentation from a physician. If your child requires medication or an EpiPen, please hand-deliver it to a staff member in its original packaging, clearly labeled with your child's name.

Legal Issues:

Regarding custody situations, should there be custody issues, it is your responsibility to inform and provide the YMCA office of these documents.

INDIVIDUALIZED NEEDS

An Individualized Education Program (IEP) is a legal document developed for public school children in the U.S. who require special education services. If your child has an IEP or special needs, **approval from the CEO of the Island of Hawai'i YMCA is required prior to registration** to ensure the YMCA can provide the appropriate care and support. Please include a copy of your child's IEP with the application. All information provided will be kept **confidential** and used solely for the purpose of supporting your child's participation in the program.

The YMCA welcomes children with individual needs when reasonable accommodation can be made. The YMCA is committed to providing every child with meaningful opportunities to learn, grow, build relationships, and thrive in a supportive environment.

During registration, please disclose any health concerns or individual needs your child may have. To ensure success in the program, the YMCA will work with you to identify any necessary accommodation. An **individual care plan**, along with a **meeting with the CEO and Youth Program Director**, must be completed before your child can participate in the Youth Day Camp.

The YMCA is proud to collaborate with families, service providers, and school districts to meet the unique needs of each child and to ensure a positive and inclusive experience for all.

EMERGENCY PREPAREDNESS PLAN & PROCEDURES

YMCA staff are trained in basic emergency response procedures, including protocols for weather-related events, fire, natural disasters, and evacuation scenarios. Fire and safety drills are conducted regularly to ensure readiness.

All staff are certified in First Aid, Adult/Child CPR, AED usage, and have completed childcare safety training. Staff are trained to follow established protocols for any incident that may occur.

Emergency Response Protocol:

1. Staff will first identify all children involved or affected by the incident.
2. Staff will assess and document any visible injuries (e.g., cuts, wounds, bruises).
3. Based on the severity of the situation, an incident report will be completed, and the parent or legal guardian will be notified—either by phone or in person at pick-up.
4. If the injury is severe, **911 will be called immediately**, followed by contact with the parent or guardian.
5. Non-severe injuries will be treated with basic first aid (e.g., bandages, ice packs).

6. Staff will **not administer any medications**, including over-the-counter drugs, unless prior written authorization and instructions have been provided by the parent or guardian.

DEVELOPING SELF-MANAGEMENT SKILLS

Positive social interactions and strong self-management skills help create an enjoyable environment for everyone—children and adults alike. YMCA staff are trained to use positive guidance techniques such as gentle reminders, distraction, logical consequences, and redirection to support children in their interactions with peers and adults.

Self-management skills are fostered through the following principles. Consistent rules are clearly communicated, with the expectation that children will follow them.

- An atmosphere of trust is cultivated to ensure that children feel safe and understand that hurting themselves or others will not be tolerated.
- Staff support children in recognizing and understanding their feelings, helping them learn to cope with emotions responsibly and constructively.



RESPECTFUL CONDUCT

YMCA staff want every child to have a positive and enjoyable experience at the YMCA. To ensure this, we follow clear guidelines for respectful behavior. Adhering to these guidelines help maintain a safe and welcoming environment and ensure your child can remain in our care.

- Children must always stay with their assigned group leaders.
- Children should avoid entering areas that are off-limits or unauthorized.
- Respectful language and courteous behavior toward staff and peers are always expected.
- Children must treat others kindly, refraining from fighting, bullying, or causing harm.
- Children are responsible for taking good care of their belongings and those of others and must never steal or damage property.

CORRECTING BEHAVIORS

At the Island of Hawai'i YMCA, YMCA staff are committed to creating a safe, respectful, and fun environment for all children. To support positive behavior, Youth Leaders will address and correct any misbehavior that may occur during day camp.

Disciplinary actions may include verbal warnings, time-ins (a guided pause from activities), or temporary non-participation in individual or group activities. The duration of a time-in will vary depending on the situation and the number of prior warnings. Children will have the opportunity to make up missed activities during designated free play time. Additionally, they may be invited to spend time in the "calming corner" to reflect and reset.

Parents/guardians will be informed at pickup of any behavior that required correction, along with an explanation of the steps taken to support your child.

Please note: The YMCA does not tolerate violent behavior. The following behaviors will result in disciplinary action:

1. **Swearing** – Not tolerated. Up to three warnings will be issued before parents are notified.
2. **Bullying** – Not tolerated. One warning will be given, followed by a call for immediate pickup. The CEO reserves the right to terminate the child's participation in the program.
3. **Insubordination** – Not tolerated. Up to three warnings will be issued before parents are informed.

The YMCA strives to ensure that every child enjoys their time at camp, and no child is sent home. Your cooperation helps with maintaining a positive and inclusive environment for all.



TERMINATION OF PROGRAM

Certain actions may result in immediate termination from the YMCA Day Camp program.

These include, but are not limited to:

1. Chronic early drop-off or late pick-up by parent/guardian
2. Inappropriate or disruptive behavior by a child or parent that interferes with the program, camp staff, or other participants
3. Possession of illegal items or substances on YMCA property
4. Theft from the YMCA or other participants
5. Failure to pay program fees in a timely manner
6. Use or possession of cigarettes, vape devices, or related items on YMCA grounds
7. Failure to disclose a child's Individualized Education Plan (IEP) prior to the start of camp

RAINBOW REFERRALS

The Rainbow Referrals policy helps guide children toward responsible behavior and holds them accountable for their actions. The referral process includes the following steps:

1. **Red:** First verbal warning
2. **Orange:** Written referral with an on-site consequence
3. **Yellow:** Written referral with a parental phone call
4. **Green:** Written referral requiring a parent meeting
5. **Blue:** Parent meeting with YMCA administration
6. **Purple:** Expulsion, determined by the Program Director and CEO

Parents/guardians will be notified whenever a referral is issued and will be asked to sign the referral form. A copy will be provided for your records. Depending on the severity of the incident, immediate suspension or termination may occur.

Please note: Termination from the youth program means the child will no longer be eligible to participate in the current or any future YMCA childcare programs. All cases are reviewed individually on a case-by-case basis by the administrative team.

Thank you for your understanding and cooperation in helping maintain a safe and supportive environment for all.



DRESS CODE

CLOTHING	ALLOWED	NOT ALLOWED
Tops/shirts	Any color top/t-shirt. Shirts can be long or short sleeves.	Cami's, tube or halter tops. Crop tops or low-cut shirts; lewd or inappropriate text/graphics
Bottoms	Bottoms that fit the individual properly. If pants are falling, child must wear a belt. Shorts length should be longer than the longest point of your fingertips.	See through bottoms. Shorts, shorter than fingertips.
Skirts/dresses	Dresses should not be too tight or shorter than the length of your fingertips.	Mini dresses/skirts. Halter dresses or spaghetti straps.
Shoes	Shoes or slippers must always be worn.	Stiletto heels. Roller blades or shoes with wheels.
Outerwear: sweaters, sweatshirts, jackets, coats, hoodies	Any colored outerwear must be appropriately sized. Mid drift sweaters allowed w/undershirt.	Lewd or inappropriate text/graphics.

CAMP INFORMATIONAL CHECKLIST

1. A water bottle will be provided daily at check-in (We **HIGHLY** encourage parents to pack a refillable water bottle/flask in case your child loses the water bottle given)
2. Child must be fully potty trained.
3. Child is encouraged to come with an open mind to maximize new experiences.
4. No participation/no play.
5. Bring a sleeping bag & pillow if child would like to take a nap during quiet/nap time. YMCA provides mats. **Sharing pillows & blankets is prohibited.**

The following items are not allowed:

1. Cell phones, electronic devices including iPods, MP3 player, Nintendo DS and similar items. If parents provide a compelling reason for the child to have a cell phone,

accommodation may be made with approval of the CEO/Youth Director. The YMCA reserves the right to hold the cell phone in a safe place during camp hours.

2. Toys or stuffed animals.
3. Trading cards – sports, Pokémon, etc.
4. Cosmetics
5. Excessive jewelry
6. Valuables
7. Skateboards, scooters, bikes

The YMCA reserves the right to inspect your child's belongings (including backpacks, bags, and personal items) if there is reasonable concern for safety or policy violations. If contraband or illegal items are found, the YMCA reserves the right to remove your child from the program immediately **without a refund**.

Lost & Found:

All lost items will be placed in our designated Lost & Found area. Please notify the YMCA as soon as possible if your child has misplaced an item. Items not claimed within **one week after camp end** will be donated to a local charity. Please note that the YMCA is not responsible for any lost, misplaced, or stolen belongings.

SUNSCREEN POLICY:

It is the responsibility of the parent/guardian to apply sunscreen to your child before sending your child to the YMCA Day Camp Program on days that you feel your child needs to be protected from the sun. This may or may not include days of planned excursions to beaches or parks. It is your responsibility to send sunscreen with your child.

CELEBRATIONS

The YMCA loves celebrating birthdays! If you'd like to bring a treat to share with the group, please have all food items **individually wrapped** or **pre-portioned** for easy distribution.



SPECIAL EVENTS

To ensure the best experience for every child, the program directors plan a variety of special activities designed to enrich and enhance your child's day. These engaging experiences take place during regular program hours and add extra excitement to their time. Examples include:

- STEAM (Science, Technology, Engineering, Arts & Math) activities
- Painting and creative arts
- Water activities (during Summer Day Camp)
- Guest speakers from the community
- Special presentations and performances
- Gardening projects
- Field trips and off-site excursions

MEALS AND SNACKS

Nutritious meals and snacks are provided daily. If your child has specific dietary needs, please contact the Youth Program Director in advance to discuss accommodation.

Please note:

- **Sharing food is not allowed** to protect children with allergies or dietary restrictions.
- The YMCA ensures all children have access to meals.
- **Food allergies will only be accommodated with a physician's note.**

Your child will also receive **one bottle of water each day** (may be applicable). Additional water will be available to refill water bottles/flasks to keep children hydrated throughout the day.

OUR STAFF ARE MANDATED REPORTERS

All YMCA staff are trained to recognize the signs of child abuse and neglect and are **mandated reporters** under State of Hawai'i law. This means they are **legally required** to report any **suspected cases of abuse or neglect**—including physical, sexual, and emotional/psychological abuse—to the appropriate authorities by contacting the child abuse hotline.

Staff are **not permitted discretion** in these matters. If there is **reasonable cause to believe** that a child may have been harmed—whether by a family member, non-family member, or even a YMCA staff member, a report **must be made immediately**. Failure to do so can result in **criminal penalties**.

The YMCA works to ensure the safety and well-being of every child in care.

WE WELCOME YOUR SUGGESTIONS

The YMCA values open communication between parents and staff, knowing that it plays a vital role in ensuring a positive and successful experience for your child. The YMCA welcomes your **suggestions, feedback, and ideas** regarding program expectations and how it can improve the services to better support you and your family.

You will receive **program updates and a survey** via email. In the meantime, feel free to contact the Administrative Office at **(808) 935-3721** at any time.

HELP US TELL OUR STORY

To help showcase the fun, learning, and community at YMCA Day Camp, staff may take **photos and videos** of children for use in promotional materials, The YMCA website, and social media platforms.

If you have any **questions or concerns** about your child being included in these materials, please contact the **Youth Program Director** directly.



REQUESTS FOR RECORDS:

Requests for records can be processed if the document that the parent is requesting is not available in the child's gym master account online. Please refer to the website for the request form. There is a fee for search, segregation, and production of hard copy documents (this process may take a few weeks).

PAYMENT INFORMATION

The YMCA will reserve your child's spot and guarantee care **once payment and a current YMCA membership are established** (subject to change).

Fees:

- YMCA Lifetime Membership: **\$100.00**
- Application Processing Fee: **\$25.00** (*new applications only*)
- Water Bottle Fee: **\$5.00** (may be applicable)
- **Daily Drop-In** available upon approval

Additional Information:

- Early payment specials may be offered (when applicable)
- Payments are due by the deadline noted on the enrollment application
- **Financial assistance** may be available
- **Payment plans** are available upon request (approval is not guaranteed)
- Accepted payment methods: **Visa, Mastercard, Debit, Cash, or Check**

REFUND POLICY

Refund requests or program withdrawals must be submitted **in writing at least three (3) business days before the start of camp**. A **\$50.00 processing fee** will be applied, and

the remaining balance may be refunded. Once the camp session begins, **no refunds** will be issued. Written refund requests must include:

- Child's name
- Parent/guardian's name
- Amount paid
- Reason for cancellation

All refund requests are subject to review by the **YMCA CEO**. Please note:

- **Refunds will not be granted** if the child enrolls in another program
- **YMCA membership fees are non-refundable**

APPLY

To apply for future camps, visit the website <https://islandofhawaiiymca.org/> or scan the QR code below.



All applications will be reviewed by the YMCA Administrative team. Upon acceptance to day camp, parents will receive an email with the invoice to make payment. To secure a spot for your child, payment must be made by the due date.

FINANCIAL ASSISTANCE

Financial assistance may be available through scholarship opportunities. Assistance is based on need and not household income. Scholarships are made possible by the YMCA's Annual Christmas Tree Fundraiser. If a scholarship is awarded, a contract will be executed between parents and YMCA – as funding is available.

CONTACT AND FOLLOW US



<https://islandofhawaiiymca.org/>



<https://www.facebook.com/YMCABigIsland>



@islandofhawaiiymca

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