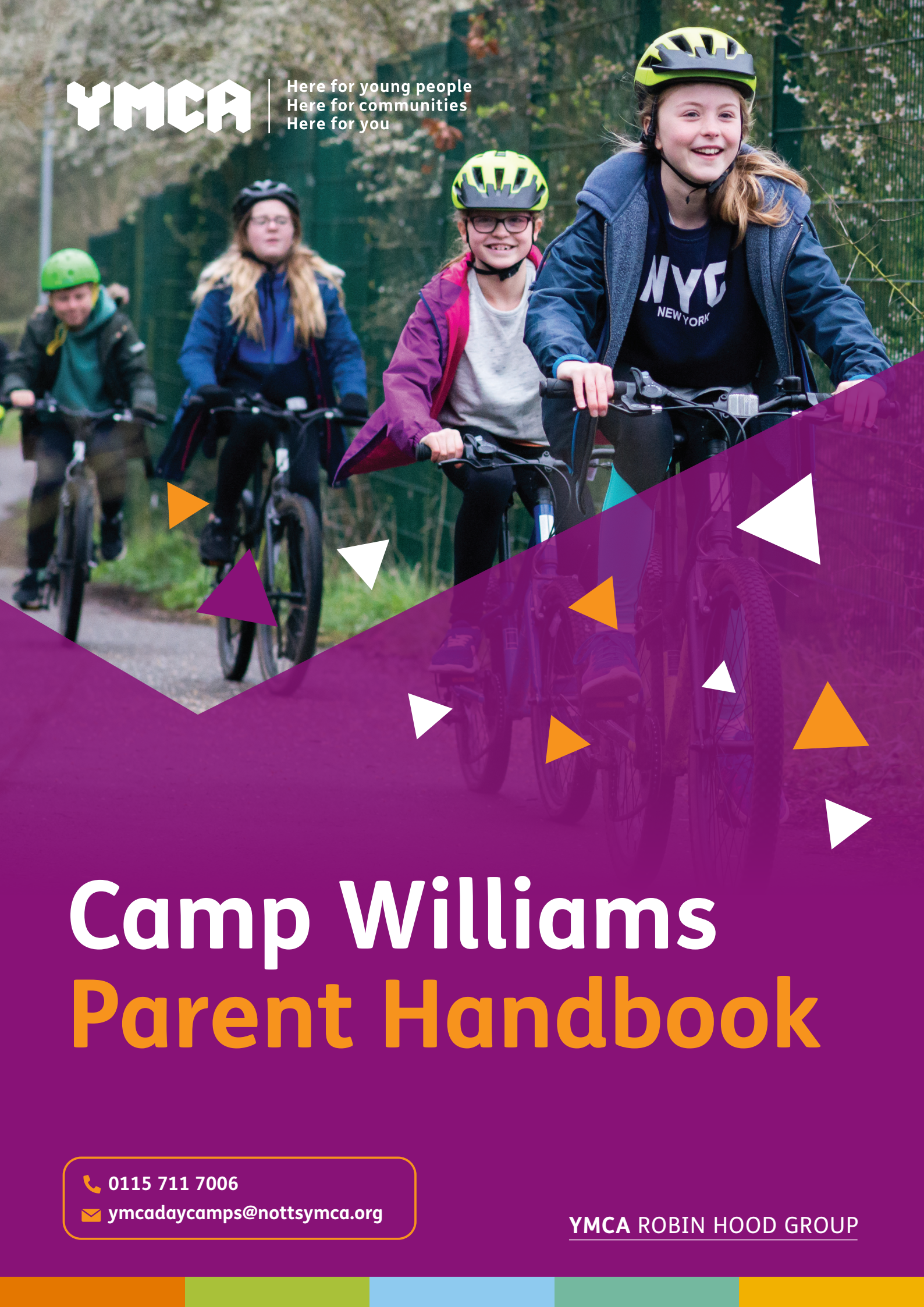




Here for young people  
Here for communities  
Here for you



# Camp Williams Parent Handbook

☎ 0115 711 7006

✉ [ymcadaycamps@nottsymca.org](mailto:ymcadaycamps@nottsymca.org)

YMCA ROBIN HOOD GROUP



# Thank you for choosing YMCA Camp Williams!

This parent handbook is full of useful information for you and your child. Please take some time reading through each of the pages together. This will help us keep Camp Williams safe and fun!

Everything you need should be covered in this handbook, there's more information that can be found on our website.

We can't wait to meet you all!

*S. Benbow*

**Steffen Benbow**

Operations Manager  
Children, Youth and Families



## Our Core Values

Our core values are caring, honesty, respect and responsibility. We award certificates to children who demonstrate these values at camp. Offering children and young people fun, inspiring and healthy activity is part of our heritage – we've been doing it for over 150 years.

Campers who spend the full week with us will receive a group photo signed by their leader towards the end of their week at camp as a keep sake to say thank you for being so awesome at camp.



## Contents

Our core values .....	3
Drop-off & Pick-up .....	4
Keeping healthy & safe .....	5
Code & conduct .....	7
What to expect at Camp Williams .....	8
What to bring and being prepared .....	10
Communication, feedback and complaints .....	11



# Arriving at camp

Arrival time: 08:00am - 09:00am

There will be lots of staff on site from 8am to make sure everyone is ready for the day. Camp Leaders will show children where everything is and introduce them to their group leader.

8 -15 year olds on our full week programme will choose their skill clinics on their first day of camp. We will show children where they can keep their things and also explain how we'll be moving around throughout the day. Please encourage your children to make sure they ask lots of questions if they don't understand anything!

Please accompany your child to the sign in desk which will be signposted at the school. If your child has any medication with them (P6) please let us know here.

## Camp Williams Nottingham

☎ 07587 552 302

The Nottingham Emmanuel School,  
Gresham Park Road,  
West Bridgford, NG2 7YF

## Camp Williams Newark

☎ 07587 552 923

YMCA Community & Activity Village,  
Lord Hawke Way,  
Newark, NG24 4FH

## Leaving Camp Williams

We won't let any child leave without a designated adult. If someone else is picking up your child from site or from your chosen bus stop, please make sure:

- You have filled out a designated person for pick up form. This was on the booking form but please ring 0115 711 7006 if you are unsure.**
- You let the Site Manager know on the day.**
- The designated adult has your collection password.**
- Your child knows who is going to be picking them up.**

If you would like your older child(ren) to make their own way to and from the bus stops, we'll need your written permission before camp starts. You can send this to [ymcadaycamps@nottsymca.org](mailto:ymcadaycamps@nottsymca.org) and we'll let you know that we have received it.

## Parent/Carer pick up

Pick up is between 17:00-18:00

If you are going to be late please let us know by calling your camp's site number. We reserve the right to charge £5 followed by £5 for every 5 minutes that you are late. We discourage appointments and early collection as it disrupts the day for both your child and other children at the site. If you need to collect your child early or have scheduled an appointment, please let us know on arrival.

# Keeping healthy & safe

The health and safety of every child is our primary concern at all times. By following our guidelines on medication and illness you can help keep our clubs safe for everyone.

## Medical authorisation

We need your permission before we can administer your child with any medication. This must have been prescribed by their doctor, dentist or nurse. You will need to complete a medication administration form on the first day your child attends the club.

Children and staff are vulnerable to infection so we advise that any child who is ill or has been prescribed with antibiotics shouldn't attend our day camp for at least 48hrs, as they may still be infectious or require a higher level of care.

**We can only administer medication if it is in its original container with the following information:**

- Child's name
- Date of prescription
- Prescription's expiry date
- Name of pharmacist
- Correct dosage instruction

## Illness, accidents and emergencies

Please don't bring your child to camp if they are not feeling well. Call us to let us know on your camp's site number. Although our staff are first aid trained we do not have a nurse on site or the accommodation for ill children.

In the event of an accident or sudden illness, the club staff are equipped with the training and supplies to administer first aid. If the situation warrants further attention, emergency services will be contacted. You will be notified, by phone, if any injury or illness requires medical attention or if your child needs to be picked up. If we can't contact you, the emergency contact person that you have indicated will be notified.

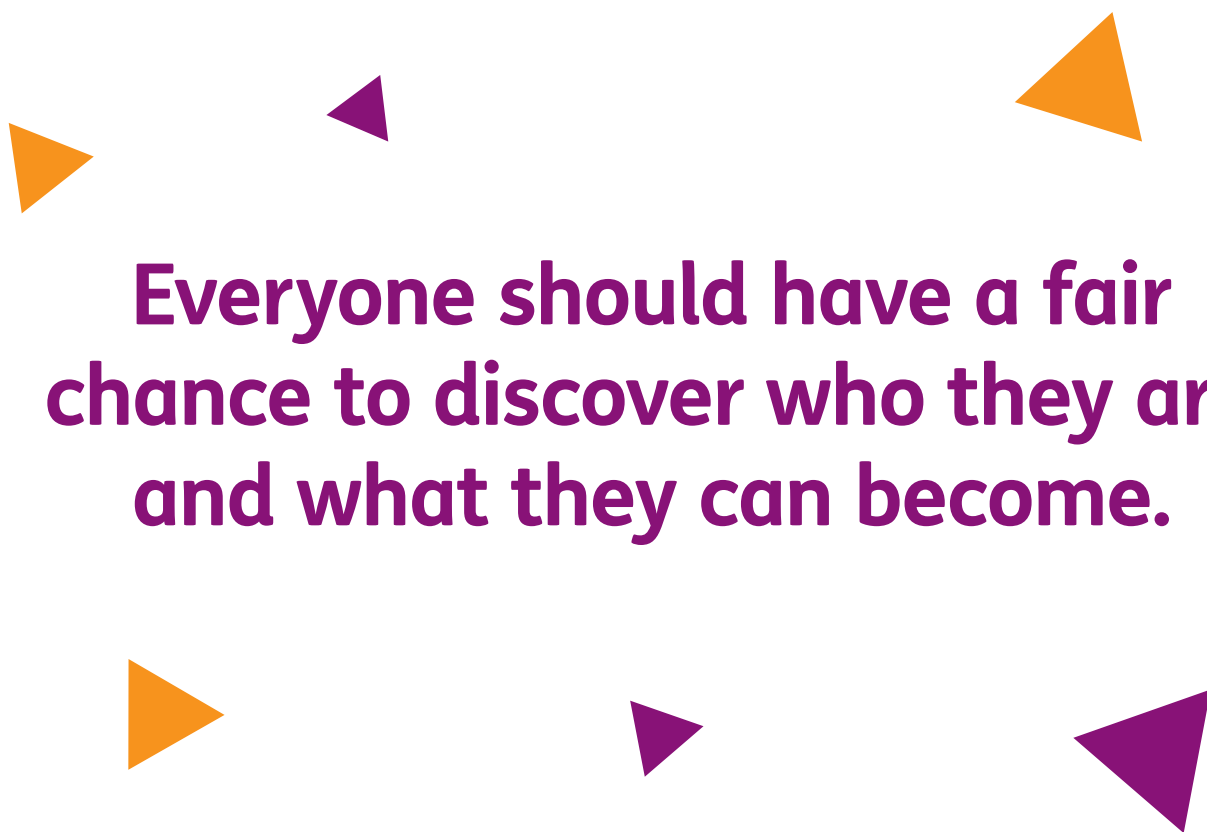
## COVID-19

We adhere closely to the latest government guidelines at all times. Our team support children to stay safe, with regular cleaning and handwashing. For the latest information, please visit our website.

**Please do not bring your child if they are displaying symptoms of COVID-19.**









**Everyone should have a fair chance to discover who they are and what they can become.**



## Code of conduct for campers

- ✓ I will respect the other children and staff. This means no bad language or bullying.
  - ✓ I will leave phones, electronics, yo-yos, fidget spinners and other games at home or out of sight.
  - ✓ I will travel around the site with a buddy.
  - ✓ I will talk to staff if I have a problem or am upset.
- 

## Code of conduct for parents

- ✓ I will always sign my child in and out with a staff member.
  - ✓ I will share all relevant information about my child with the site manager.
  - ✓ I will collect my child on time.
  - ✓ I will refrain from using my phone on site.
  - ✓ I promise to not smoke on site.
- 



# What to expect at Camp Williams

Campers will be split into groups depending on thier age and type of booking at Camp Williams. Each group will have thier own timetable of activities.

**!** **This is an example schedule!** Please see our welcome email and on-site information boards for your week with us.



## 8-15 year olds

Depending on the age split at camp, 8-15 year olds are grouped into **Discovery**, **Explorer** or **Adventure**.



## 4-7 year olds and day campers

**Kids Zone** (4-7 yrs) and **Pioneer Camp** (8 - 12 yrs day bookings) follow their own timetables of activities at Camp.

**Swimming** Make sure to pack your kit on the correct days.

Nottingham		Newark
<b>Kids Zone:</b>	Mondays, Tuesdays & Wednesdays	Whole camp swims on Monday, Tuesday, Thursday and Friday.
<b>Discovery:</b>	Thursdays & Fridays	
<b>Explorer:</b>	Wednesdays & Thursdays	
<b>Adventure:</b>	Mondays & Tuesdays	

## Skill clinics

We'll let campers know what skill clinics they will be doing for the rest of the week. Every day they'll do all three.

A typical day	8-15 year olds	4-7 year olds & day campers
9:00am - 9:30am	<b>Check in</b> Whether campers are arriving on the YMCA bus or with parents, we'll introduce them to a camp leader and get them settled in.	
	<b>Morning rally</b> Every morning kicks off with the morning rally. Sing, dance and shout your way into the day!	
9:30am - 10:30am	<b>Skill Clinic 1</b>	We'll start the day with high energy games and team building!
10:45am - 11:45am	<b>Skill Clinic 2</b>	Take part in group games like dodgeball or parachute games
11:45am - 12:45pm	<b>Skill Clinic 3</b>	<b>Lunch (12pm)</b> Take part in group games like dodgeball or parachute games
1:00pm	<b>Lunch</b> Discovery, Explorers and Adventurers come together in the canteen to replenish their energy for the afternoon.	Games and team sports like cricket, football and hockey.
1:45pm - 3:15pm	<b>Afternoon Activity 1</b> In groups, campers will be given a choice of what they'd like to do in the afternoon. Perhaps they'd like to get some practice in on the climbing wall!	Swimming or traditional camp games.
3:15pm - 4:00pm	<b>Afternoon Activity 2</b> Swimming! Or pick & mix activities like skateboarding, music or game design.	Try something new like having a go at tie dye or gaga ball.
4:00pm	<b>Camp fire Friday</b> On Friday everyone at Camp Williams will have the chance to show off some of their new skills around the Camp Williams stage. We hope you can join us to celebrate all of their achievements! <b>Please note!</b> There may be some restrictions on parents attending Camp Fire Friday due to COVID-19. Please see our latest COVID guidance for details.	
5:00pm-6:00pm	<b>Check out</b>	



# What to bring and being prepared

## Lunch, afternoon snacks and allergies

Please let us know if your child has any allergies. Your child will need a water bottle, a packed lunch and at least two healthy snacks to keep them fuelled for the whole day. Food must be non-perishable as no refrigeration is available. Please add an icepack to your child's lunchbox, especially in summer.

### What to bring

- ☒ Packed lunch
- ☒ Water bottle
- ☒ Clothes that can get a bit messy
- ☒ Extra set of clothes  
(+extra if you're doing paddle sports!)
- ☒ Waterproofs
- ☒ Swimming kit\*
- ☒ Sun cream
- ☒ A container if you're doing cooking skills

### What not to bring

Children won't need to bring toys, jewellery, electronics, phones or games to the club. There's so much to do already! Please also avoid wearing wheeled shoes or flip flops. YMCA cannot be responsible for anything lost or broken while with us.

## Labelling

Please mark all personal items, including clothes and packed lunches, with your child's name. YMCA is not responsible for lost, misplaced or stolen items but we'll do our best to make sure your child leaves with everything they arrived with (apart from their lunch!).

## Sun cream

If the sun comes out we'll help your child apply suncream. This will be done by a member of staff. Please let the Camp Leader know if you would rather we didn't apply suncream to your child.

## Lost & found

We'll display all lost property items at the end of the day on the lost property table, please check the table each day if your child has lost an item at camp. We'll donate lost items that aren't claimed to charity.

# Communication, feedback and complaints

Camp Williams Ofsted no: EY498929

**We would love to hear your feedback. Of course, our staff team are always happy to listen to your concerns or thoughts at arrival and collection time. If you require a longer chat just let a member of staff on site know to arrange a time or call Steffen Benbow on: 07587 552 302.**

We'd love to hear your feedback. Of course, our staff team are always happy to listen to your concerns or thoughts at arrival and collection time. If you require a longer chat just let a member of staff on site know to arrange a time or call our Operations Manager - Children, Youth and Families, Steffen Benbow on: **07587 552 302**. There are feedback forms available on the front desk to give your written feedback throughout the week. If you'd like to leave us positive feedback, you can visit [facebook.com/ymcadaycamps](https://www.facebook.com/ymcadaycamps) and leave us a 5 star rating. Alternatively, you can write a letter and return it another day or pop it in the post to head office:

**YMCA Camp Williams, The Malt Cross, Nottingham, NG1 6FG**

## Our complaints policy

If you have concerns about the quality of the care your child is receiving, it is usually best if you discuss it with us. Contact Steffen Benbow, Operations Manager on **07587 552 302**. If you are a parent/ carer and cannot resolve your concern through discussion, you can send your formal written complaint to [ymcadaycamps@nottsymca.org](mailto:ymcadaycamps@nottsymca.org) or by post to the address above.

If you are a parent/carer that has made a formal written complaint to the childcare provider, which relates to the requirements of the Ofsted Registration, we must carry out an investigation into your complaint. We must tell you about the outcome of the investigation, and any actions we have taken, or plan to take, as an outcome of your complaint. We must do this within 28 days of receiving your complaint. You can ask to have the outcome of their investigation in writing. We must keep a record of written complaints. If you are not satisfied with our response, or your concern relates to a matter you cannot discuss with us, you can contact Ofsted.

You can contact Ofsted at anytime about any concerns about a childcare provider on 0300 123 4666 or visit [ofsted.gov.uk](https://www.ofsted.gov.uk).





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