

## Space Camp Quality Assurance

At Space Camp®, safety is our number one Service Standard. The wellbeing of each child is the most important aspect of any camp experience. The following actions are taken to ensure safety during the child's visit to the U.S. Space & Rocket Center®.

### **Airport Pickup**

We provide for the child's safety throughout their entire experience, from gate-to-gate for air travelers. At Huntsville International Airport, a badged Space Camp representative meets the trainees at the gate. Our logo-identified vehicle will take the trainees to Camp where they will check in and begin their experience with their Crew Trainer.

### **Facilities**

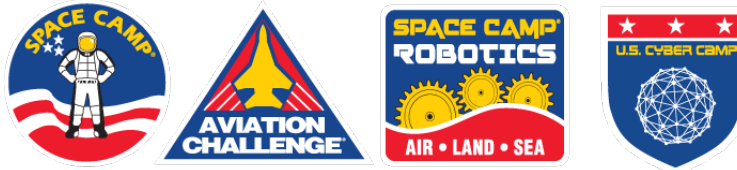
The U.S. Space & Rocket Center is a secure, gated facility. There is 24-hour security and nursing staff onsite when Camp trainees are in attendance. The Space Camp gates are open only on registration and graduation days and are always manned by an employee when open. During museum operational hours, museum guests must purchase tickets for entry into the property. Space Camp guests who wish to visit areas only designated for Space Camp are required to have a proper identification badge. During hours that the museum is closed, all guests must check in through security and carry a proper badge to be allowed on premises.

### **Staff**

All Crew Trainers have received at least 20 hours of college credit prior to hire, and we require a copy of their college transcripts. They are required to supply three professional references; the references must specify that the applicant would be appropriate working with the children. The U.S. Space & Rocket Center performs criminal background checks and drug tests on all employees. Crew Trainers receive extensive training on working with students.

### **Management**

Space Camp operates management teams for each program: Space Camp, Space Camp Robotics, Aviation Challenge, and Corporate and Special Programs. Each team consists of a Director, Supervisor and Coordinators to oversee operations and the staff. The management team coordinates schedules, resolves trainee issues and provides continuous supervision. Many members of the management team are former Crew Trainers and have a combined 50+ years of Space Camp experience.



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### **Adult-to-Child Ratio**

Every team is assigned a day team leader and a night team leader. Staff members lead the activities and are with the teams constantly throughout the day. The ratio of trainees to team leaders will not exceed 16:1. There are support staff members who are present in certain activities such as missions, simulation and water activities. Sleeping Quarters In the Space Camp Habitat facilities, trainees are separated by age and gender. Space Camp Crew Trainers live in their own rooms in the hallways adjacent to student sleeping quarters. One male Crew Trainer and one female Crew Trainer are designated “on-call” every night in case of emergency. Hospitality staff are posted at the hospitality desk located in each Habitat as long as students are on premises. Though the lights are turned off in the rooms, the hallway lights stay on throughout the night to allow easy access to the restrooms. Restrooms are shared by the same gender trainees and have separated shower and toilet stalls.

### **Simulators**

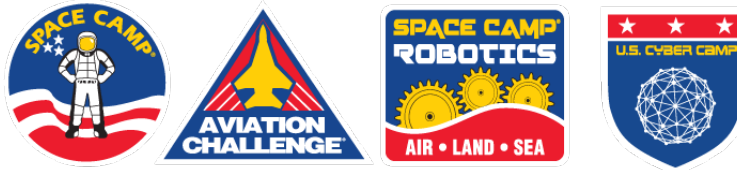
Every day, the technicians at Space Camp inspect and certify the simulators to make sure they are functioning properly and safely. Each staff member is certified to operate the simulators. Certification requires understanding of all safety requirements and operation of each simulator.

### **Water Activities**

The Camp trainees participate in a series of water activities to simulate microgravity, as weather permits. In the summer sessions, most water activities take place in our manmade lake. In the winter months, water activities take place in our 25-foot-deep Underwater Astronaut Trainer. In addition to requiring our Crew Trainers to be able to swim, certified lifeguards are provided at all water activities.

### **Food Allergies**

The food service staff is trained in nutrition to ensure that all dietary needs are met. Every day, special meals are prepared to accommodate any food allergy or restriction. All allergies should be listed on the trainee’s health form. We do ask that the health form be completed at least 60 days before Camp arrival to allow our staff time to prepare.



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### **Advanced Space Academy SCUBA Experience**

The dive staff at Space Camp are certified SCUBA instructors. Before getting into the water, trainees are given instructions on safety, equipment and skills. Each trainee must pass a swimming test to dive. Trainees practice and master the necessary diving skills on a four-foot platform. Only after the instructor has determined that the trainees are prepared to dive will they begin the descent. The Underwater Astronaut Trainer at Space Camp is 24-feet-deep. The ratio of trainees to instructors is 4:1. Certain medical conditions disqualify trainees from diving. Please refer to the health form for these conditions.

### **Ropes Course**

Trainees participate in a series of high ropes and low ropes elements to build leadership and teamwork skills. Our ropes course is nationally certified to Association for Challenge Course Technology (ACCT) standards. During all activities, participants are required to wear the necessary safety equipment which may include helmets, gloves and/or harnesses. The trainees are instructed in safety protocol by our trained staff prior to each activity. All equipment is regularly inspected and well-kept.

### **Medications**

Medications are collected and administered by on-site nurses if the child is attending a weeklong program. If attending a short program, medications should be collected and administered by chaperones.

### **Nurses**

Nurses are staffed 24-hours-a-day if weeklong trainees are present. Otherwise nursing staff are present during museum hours (9 a.m. to 5 p.m.).

### **Sick Bay**

Sick Bay is a 12-bed unit where RNs tend to children who have become ill. Any Camp trainee requiring physician diagnosis and treatment will be transported by staff (or by ambulance) to Crestwood Medical Center.

### **Hurricane Risk**

The U.S. Space & Rocket Center is in Madison County, Alabama, at an elevation of 640 feet (195 meters) above sea level and 300 miles (482 KM) from the closest High Risk Coastal Hurricane Impact Zones. Due to our location, we do not receive any hurricane notifications, and are not at risk of major flooding as a result of any hurricane.