**Terror Trail Staff Training and Safety Manual**

**Located at: Mount Brydges Road, Mount Brydges.**

Welcome to The Terror Trail Team. We know that you will find this endeavor both exciting and rewarding. We appreciate each and every one of you and are excited to embark on our first season of fright, fear, and fun!

We know you have joined The Terror Trail Team because, like us, you have a passion for scaring the pants off of people! As a member of our Team, we ask that you maintain complete discretion and confidentiality regarding the contents, procedures, and operation of The Terror Trail. Some of you will also be privy to the secrets of the illusions and special effects inside the haunted attractions. We ask that you not share these secrets as you will spoil the mystique and mystery surrounding the haunts for our customers.

We want to emphasize that our first priority for the team members is that you are SAFE. We also want you to have as much fun as a team member as the customers have getting scared half to death in the haunts. Safety of our team members and the customers is a top priority, we ask that you read through the following pages of information carefully. We will ask you to sign a document stating that you have read and fully understand this information. Prior to the opening of The Terror Trail, we will also conduct safety training to go over this information again in an orientation session.

Lastly, we want you to have fun! Let’s all maintain a positive attitude, work together as an excellent team, and create great memories for a new Halloween season.

This attraction is being brought to you by #Loveyourself, Verta Jean Productions, Christina's Creations, Mount Brydes Lions Club and Annimum Media Group.

All profits will be put back into the haunt or donated to charity meaning this is a non-profit organization.

Please visit [www.facebook.com/terrortrailontario](http://www.facebook.com/terrortrailontario) and [www.terrortrailontario.ca](http://www.terrortrailontario.ca/) for more company information.

For information on #Loveyourself please visit [www.facebook.com/loveyourselfcanada](http://www.facebook.com/loveyourselfcanada)

For any further assistance please email [terrortrail@hotmail.com](mailto:terrortrail@hotmail.com)

Introduction

Purpose

The purpose of this manual is to outline the responsibilities of each staff member, bring training in the art of scaring and outline all safety measures and procedures for the 2019 season of events.

Staff Responsibilities

House Managers (Event Directors)

There will be 3 House Managers on site during the events. The House Manager will be responsible for all aspects of attraction set up, maintenance, build requirements, and tear down. The House Manager will oversee and manage the installation and tear down crew and will be responsible for design and construction of all walls, sets, props, sound, lighting, etc. and ensure that all areas of the attractions are designed and built to adhere to fire and safety codes. The House Manager will be on-site before, during, and after all shows. The House Manager will also be responsible for overseeing that all appropriate pre-show and post-show equipment inspections, preparation, and initiations of all equipment such as fog machines, sound, lighting, etc. have been completed prior to opening to the public for performance. The House Manager will also double check that all of the equipment has been turned off at closing. The House Manager will be on two-way-radio and should be contacted to address any equipment malfunctions. If the House Manager must leave the premises (even for a brief period), he/she shall delegate responsibilities to another Rotarian or another adult volunteer. The House Manager shall have overall responsibilities for the safe operation of the House and for the implementation of the Emergency Action Plan.

Security And Maintenance

For each public performance, selected members shall be designated as Safety/Security Staff. Safety/Security Staff shall conduct frequent safety inspections of the public and non-public areas of the facility. Unsafe conditions (fire hazards, electrical hazards, tripping hazards, etc.) shall be corrected immediately, if possible, or reported to the House Manager. Any broken props, or items will be inspected by these staff members and corrected if necessary on site. Safety/Security Staff members will each be equipped with two-way radios and a safety vehicle and will have a post just outside the trail with a safety route. One member of the staff will be designated the medic and will have CPR training, another member of the staff will be designated the safety director and will be CPR certified.

Department Heads

All Department leads will be responsible for management within their department, including but not limited to department tasks, breaks, arrival and departure tasks and attendance. Department Heads will report directly to House Managers. Department heads include but are not limited to; Safety Director, Lead Cosmetician, Location Manager, Media Lead, and more.

Staff/Volunteers

All staff, including volunteers, shall arrive to The Trail in a timely manner and in appropriate attire. This means wearing your costume, work attire or uniform. Actors will perform their role as indicated in the assigned character descriptions. All attraction staff/volunteers shall take responsibility for their own safety and for the safety of those in their immediate vicinity. Observations of unsafe conditions shall be immediately brought to the attention of the House Manager or Department Head. Staff/volunteers shall familiarize themselves with the layout of all the attractions and grounds, exits and emergency corridors, and the path to primary and alternate exits from the particular location in which they are working, and will have time to do so after the training orientation session.

Safety Plans

When addressing the issue of safety, enough cannot be said about the importance of this topic. Accidents can and may happen; however, you can do much to decrease the odds of such occurrences. To express our concern for safety, we provided documentation including Safety Emergency Action Plan (EAP), our standard operating procedure (SOP) for a safety inspection, a worker's release of liability and damage waiver that is required to be read and signed by all crew members, as well as the house rules which are clearly displayed for patrons visiting the attraction. We are providing this information so that you can review it and it is my hope and desire that you would implement these safety practices as well. This is information that puts a smile on the face of your insurance agent as well.

Emergency Action Plan (EAP)

This Emergency Action Plan was developed to be a comprehensive introduction and training manual for the team members of The Terror Trail who would be participating in The 2019 attraction. We developed this handbook from information provided in the Haunter's Handbook, Safety, and Business Practices Manuals provided by the International Association of Haunted Attractions, (IAHA).

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Introduction and Purpose

This plan sets forth the policy and procedures to be followed in various types of emergencies. The plan purpose is to prevent and minimize loss of life, injury, and property damage, which may result from emergency situations.

Safety Map

TBA

Communication

At all times when the The Terror Trail is open to the public, the following Staff shall remain in contact via two-way radios:

-House Manager

-Department Heads

-Safety/Security Staff

-Safety Director

The Radios shall operate on 3 Lines, Line 1 will be for all Management, Department Heads and more to keep up with each other and check in periodically. Line 2 is the emergency line for Security Staff only. Line 3 will be the Safety Director's Line.

Staff Requirements

Safety Director

The Safety Director will be the department head for the Safety Department, they will act as the lead on safety procedures and plans. Upon an evacuation or emergency where staff need to be removed or authorities are called, the Safety Director will coordinate with any authorities involved, remove or assist in the evacuation of any staff or customers, and or help carry out any emergency procedures.

Safety Medic

The Safety Medic will be CPR certified and will be responsible for any on site medical emergencies and or access to the First Aid Kit.

Safety Technician

For each public night of the event, a safety staff member shall be designated to serve as the Safety Technician. In the event of an emergency requiring an evacuation and as directed by the House Manager or Safety/Security Staff, the Technician shall: Turn OFF all house music and sound effects, Turn OFF all scene lighting and power and double check that everyone has evacuated.

Staff and Volunteers

All Staff shall take responsibility for their own safety and for the safety of those in their immediate vicinity. Observations of unsafe conditions shall be immediately brought to the attention of the Safety/Security Staff or other responsible persons. Staff shall familiarize themselves with the Haunted House layout, exits and emergency corridors, and the path to primary and alternate exits from the particular location in which they are working.

Portable Fire Extinguishers

The Haunt is equipped with multiple multi-purpose dry chemical fire extinguishers. Safety Staff shall be instructed that the portable fire extinguishers have been placed for use by trained individuals and for fire department use. Staff shall not be permitted to use the portable fire extinguishers unless they have been trained to do so.

Emergency Exits & Means of Egress

The Trail has 5 exits. Exits are located on the safety map and must be reviewed by all staff. The set (walls, scenes, mazes, etc.) shall be designed and constructed in such a way to ensure that there is sufficient exits along the trail and it has an accessible routes to the primary exits.

Fire Prevention Plan

Emergency Exits

Emergency exit signage is clearly marked and at no time shall access to the building exits be obstructed by construction, props, or people.

Electrical Hazards

All electrical equipment, lighting fixtures, extension cords, outlet strips, motors, display devices, and accessories, operating at 120 VAC or greater, shall be inspected prior to use. Electrical cords and extension cords which are worn or frayed, have cut or pinched insulation, or exposed conductors, or which have three-pronged plugs with removed or faulty ground prongs, shall not be used.

All electrical equipment and cords shall be inspected by qualified person prior to use, and shall be re-inspected periodically. Damaged or otherwise unsafe electrical equipment shall be tagged and removed from service to be repaired or discarded.

Temporary power for lighting and powering displays and accessories shall be supplied as follows:

TBA

Combustible Materials

Combustible waste materials shall not be allowed to accumulate in the trail or area unless part of the haunt. During construction and operation, trash shall be removed and placed in the dumpster daily. As feasible, combustible scenery, props, and decorations shall be maintained out-of-reach of visitors as they pass through the Trail. Combustibility shall be a consideration of the selection of props and decorating materials.

Smoking

Smoking shall be prohibited inside the Trail at all times. All visitors will be prohibited from bringing smoking paraphernalia into the trail.

MSDS

MSDS will be available at the safety tent.

Fire Emergency Plan

In the event of a fire:

• Staff members discovering a fire or smoke shall immediately notify Safety/Security Staff.

• As instructed by the House Manager, the technicians shall turn off scene and lighting power and turn off music and sound effects.

• All Staff and Visitors shall evacuate the building via primary exit for their location.

• If the primary exit is blocked or unsafe, proceed to the nearest alternate exit.

• If smoke makes it difficult to breathe or see, get on your hands and knees and crawl to the nearest exit.

• Once out of the forest or park area, proceed to the nearest parking lot and await further instructions.

• Staff and Visitor shall not re-enter the trail or park until the "all clear" is given by the fire department.

Accountability Procedure

If possible to do so safely, The House Manager shall inform the fire department of any Staff or Visitors not accounted for.

Extinguishers

Only Safety Staff are trained and able to use Fire Extinguishers and will be the only ones to do so on site.

Weather Emergency Plan

In the event of a severe weather:

-The House Manager shall order an evacuation to the designated places of refuge.

-All building occupants shall remain in the designated place of refuge until the "all clear" is given by the House Manager.

Medical Emergency Plan

In the event of a medical emergency:

-Staff discovering a medical emergency shall immediately notify the House Manager or Safety/Security Staff.

-Safety Director will instruct the Safety Medic and any Authorities called.

-Persons unconscious or seriously injured should not be removed or repositioned.

-Injured or ill persons who are ambulatory should be assisted to the exit to wait for outside assistance.

Power Failure Plan

In the event of a power failure:

-The House Manager will work with the location liaisons and address the situation.

-If situation is not resolved The House Manager will call for an evacuation of the premises.

Bomb Threat Plan

In the event that a bomb threat is received:

-Any Staff member receiving a bomb threat shall immediately notify the House Manager. Staff members shall not exercise judgments regarding the validity of any such threat.

-Upon notification of a bomb threat, the House Manager shall instruct the Safety Director to inform the fire and police departments, and immediately initiate an evacuation of the premises.

-Clearance to reoccupy the premises shall be obtained from the fire and/or police department only.

Emergency Whatsapp Line

All actors and volunteers who do not have radios will be required to download whatsapp on their cell phones and text their phone numbers with their name to the emergency phone line (TBA). The emergency phone line will then respond to confirm. This is will be how you contact The House Manager in the event of an emergency only! Send a message if there is an emergency and you will either receive a phone call or a message with instructions. Follow the emergency plan until notified further.

EAP Review

All Haunted House Staff shall review the contents of this Emergency Action Plan. The House Manager and Safety/Security Staff shall circulate through the trail and ensure that staff is familiar with the means of egress from the particular location in which they are working. Each Staff member will receive a copy of the Emergency Action Plan and will have to sign a statement confirming that they personally received a copy of it.

Safety Inspection

We perform a safety inspection every night before we open:

1. Path is clear of snags and trip hazards

2. If rain is predicted all rain safety hoods are secure

3. Fire extinguishers accessible by safety staff

4. Wires and switches out of reach and hidden

5. AC outlets or generators covered

6. All lighting and effects properly working

7. Exits clearly marked and visible

8. Flammable materials located off site

9. Exterior lights working

10. Plug-in and turn on all fog machines and EFX lighting prior to opening

11. Pick-up litter around the trail

12. Take out all garbage

13. Check battery life on 2-way radios

14. Put juice in fog machines

15. Check flashlights for operability

16. Main power off at end of night

17. Sound systems and effects working properly

18. Lock down at end of the night.

Terror Trail Rules and Regulations For Guests

Please be reminded of the rules are to ensure everyone’s good time and safety. These rules are strictly enforced by safety staff in and around the attraction.

• Please do not touch or talk to any actors or operators unless the scene calls for it. No scene will call for touching ANYONE.

• This attraction includes the use of strobe and flashing lights, as well as fog machines. If you have a medical condition or other cause of sensitivity to strobe lights or fog machines, it is recommended that you do not enter the attraction.

• Do not touch any props or scenes in the attraction.

• Upon purchasing or receiving your ticket to Trail, you waive all responsibility on the part of Terror Trail or any of its agents in the event of injury or loss. Terror Trail is not responsible for lost or stolen property. Please secure any loose articles that could be lost in the attractions as we will not be able to look for the item until the next day. Customers assume all of the risks involved with any activity of this type including, but not limited to, inadvertent contact, rowdiness on your part, as well as, other customers, etc.

• No flashlights, lighters, or flash photography is permitted inside The Terror Trail. Cameras are permitted outside of the attraction only. Our intent is to scare you and we do not wish to have the quality of the scares in our show inhibited.

• Smoking and/or Alcohol is not allowed on the grounds.

ANY VIOLATION OF THE ABOVE RULES WILL RESULT IN IMMEDIATE EJECTION FROM THE HAUNTS!

Smoking

THERE IS ABSOLUTELY NO SMOKING IN ANY PART OF THE PARK. Customers may smoke outside of the park in the parking lots. Actors and staff may smoke in the designated smoking area only. No lighters are allowed in the haunts. Do not for any reason use a lighter to illuminate your way through the attraction.

Actors and Volunteers!

Actor Job Description

Welcome to The Terror Trail Team. This will be an exciting and rewarding experience and unlike any other job or performance you have delivered. You are part of an event designed to alter reality and force customers to face their fears. This requires professionalism, enthusiasm, and awareness. Please read more to find out how your role as an actor will be most effectively performed and how to deal with unique haunted attractions situations. As an actor, you have an incredible impact on the success of the show. It is up to you to know your role and perform well enough to entertain customers.

That being said, we want you to have fun! The adrenaline rush you get from scaring someone is like no other! And it is an amazing experience!

This video is a good visual showcase to how much fun a scare can be for everyone involved.

<https://www.youtube.com/watch?v=uSieIk1CEdA>

Now that we are all pumped for this Halloween season! Let's go over the general rules and responsibilities.

General Rules For All Staff

1. ABSOLUTELY NO SMOKING in the attraction!!!!! There there be a designed smoking area off site but no smoking is allowed while in the haunt.

2. Possession of alcohol and drugs is strictly prohibited. This includes working under any illegal influence. Medical drugs are allowed if documentation is provided.

3. Grabbing or touching the customers is prohibited, and not being touched is also your right.

4. Keep a guideline of distance between yourself and customers, usually a few inches.

5. Sexual misconduct / harassment is not tolerated and is grounds for immediate termination, profanity should be avoided at all times.

6. ALL customer problems must be reported to the management immediately via the emergency line.

7. Park in the staff parking lots. (Do not throw your trash on the ground in the parking lots). They will be marked on the safety map.

8. Time your arrival so that you can park at the off-site parking lot with enough time to sign in ON TIME for make up.

9. Arrive dressed in appropriate attire per your costume but if the weather Is colder you are allowed to add layers to stay warm but we are not responsible for damaged clothing. You also may request addition costume garments on orientation day if wanting to be prepared for colder temperatures.

10. Do not make calls on a cell phone on you when you are inside or outside of the attractions unless you are signed off.

11. No texting or cell phone use inside the haunt.

12. Purses, wallets and other valuables should be left in your car or at home. We are not responsible for items left on the premises. Be sure to secure any loose items you may have on you.

13. If you see a guest breaking the rules, touching someone or some props, feel free to kindly remind them they can't touch those things, if it persists either let the host of the trail know, or contact the emergency line.

Attendance

Attendance is required for anyone who signed a contract. Within the legal rules of the contracts we require as much notice as possible for absences from the event with 48 hours notice for a non medical reason and 24 hours notice for a medical reason. Those who do not follow the contractual rules may be liable to investigations by law.

If you have transportation, childcare issues, or other conflicts, they should be handled before you arrive as no personal texting will be allowed once you are punched in and “on the clock”. For those needing a shuttle ride some will be provided from Masonville Mall to the haunt.

Weather

In the case of predicted severe weather please assume you will still be coming unless contacted by Terror Trail Staff. In the case of severe wind, snow, hail, lightning or more we will temporarily shut down the haunt for 1-24 hours based on the situation.

Orientation

We will be holding an orientation day in Late Sept/Early Oct to meet, hand out costumes, go over the trail and where everyone will be. If you miss this orientation it is your responsibility to get in touch with Staff and find out what steps to take next.

When You Arrive

Please make sure you check out the safety map section on staff parking, no parking will be allowed by staff in the customer parking lot.

Make sure to take everything you need, as you will not be able to return to your vehicle during haunt hours.

Make sure to leave all valuables or personal items you do not need in your locked car or at home.

Sign in at the Terror Trail table in the market when you arrive for makeup. We will not have a sign out process once the haunt is over.

Once signed in head to the make up area behind the barn for make up and blood. If you wear contact lenses, please put them in before you arrive.

Your make-up artists will let you know what, if any, advance make-up you can put on yourself. Put that make-up on and wait your turn for the finishing details.

Each actor will each be assigned to a particular make-up artist correlated to their role in the haunt. The make-up artists have a plan for who they will work on according to their priority level.

Queue line entertainers will be first, followed by high visibility characters and specialty characters. Then low visibility characters and breakers last. Make sure you are available when the artist is ready.

NO FAMILY MEMBERS OR FRIENDS BACKSTAGE, IN THE MAKEUP AREA OR SAFETY TENT.

Before You Leave

At the end of night, all staff will report by the make-up area for to drop off props, but actors can wear their costumes home.

After you are dismissed please vacate the park immediately so shut down crew can close up for the night.

During The Haunt

Once it is time to move into position, get everything you will need as breaks will be limited. A manager or safety staff will do a walk through before the haunt opens and check on everyone.

You will be permitted to bring a water bottle and a snack (We will offer bottled water and snack bars) but at no time can they be in sight of guests and YOU MUST NOT LEAVE GARBAGE ON THE TRAIL. Phones are also permitted on the trail, and behind the scenes pictures are permitted by actors on social media (no flashes please it takes away from the effect, tagged #TerrorTrail2019), but be mindful of customers coming through every 15 minuets and do not let them see you out of character.

Stay in your position so that the House Manager will know you are ready when they come through for final safety check.

Wait patiently when you arrive at your spot and do not wander through the attraction while you are waiting for the event open.

Get ready to scare! As a rule, keep 10” of distance between you and customers at all times.

In the event of a personal emergency, medical or otherwise. An emergency phone number is provided, you can call it to get help if need be but again try not to let guests see you out of character if possible.

In the event of a bathroom breaks, because the haunt is only four hours a night, we have no set breaks for bathrooms. However, there will be a portable bathroom just outside the staff entrance, you have 15 minutes between guest groups to run and in an emergency. Please be back in your spot promptly, and please do not use the trail as a bathroom.

Some important things to consider are:

-Always stay in character.

-Be ready for anyone to walk into your scene. Some groups may be small and quiet and you do not want to be caught out of character. Nothing will kill the illusion of a scary haunt like an actor just hanging out or relaxing.

-Read your audience. Recognize the dynamic of the group (shy, scared, boisterous, brave, obnoxious, silly, etc)

-Know the best timing for your role. You are the cue/signal (the person who will be alerting the next section) for the next section's scare through the noise and action you create. Also, be considerate enough to stop your scare in time so it does not interfere with the next scare. For example, it might be appropriate to follow a crowd at times to “pursue” them but be sure you don’t distract them from any upcoming set-up scares or steal the next area's thunder.

-Be prepared to ad-lib, while staying true to your character.

-Do not touch the guests! If a guest touches you, you are allowed to kindly remind them they can't touch you in a normal voice.

-If there is an emergency with a guest getting to scared, or a medical emergency please call the emergency line immediately and a safety staff will be there in moments, DO NOT TOUCH THE GUEST! This may cause them to be startled even more and make the situation worse.

Now!!! On to the fun stuff!!! (Finally!!!)

The Art Of the Scare!

Now we get to talk about the fun stuff! You are joining our team (most of you) as a haunt actor, but its not as easy as just putting on some blood and jumping in front of people! There is an art to the scare!

Here's a video link to watch

(be mindful our haunt is a lot smaller than The Darkness, but Ghoul School is the same idea for Terror Trail.)

<https://www.youtube.com/watch?v=Kn1sVp_EO7I>

Each of you will have a specific role in the haunt and they are as follows!

Ravyn Graves #1

Ravyn Graves #2

Zombie Sheriff

Zombie Old Lady

Zombie SWAT Guy

Zombie Nurse

Zombie Doctor

Zombie Mom

Zombie Victims

Zombie Eaters

Running Zombies

Hiding Zombies

Line Zombies

Hosts

And each role has a different set of expectations. Please watch this training video on the different roles and what we need from you on set.

**-Link Here-**

There are several different types of scares you can use to your advantage and feel free to have fun with these unless asked otherwise.

Types of Scares

Scare Forward – Allowing customers to pass you and you scare them from behind.

Advance Scare – The scare/surprise that takes place in front of customers; happens quickly and disappears to as not to inhibit traffic flow. Occasionally, the customers will be intentionally delayed to gap groups.

Side Scare – Takes place as customers are passing by. You scare them when the middle of the group is in front of you.

Startle Scare – Example would be drop picture or a break-away door.

Creepy Scare – Actor barely moves, but maintains direct eye contact with customer suggestion a foreboding knowledge of what is about to be encountered, or a “You don’t belong here” stare. Unless you can do this really well and freak people out, it can be a way-too passive way of scaring crowds. Try something more energetic if you can.

Distraction Scare – Something or someone is setup to draw the attention away from the actual scare. An example would be a prop or activity that distracts people while you are set up to scare from behind/middle, etc.

If media is present, remember they are not there to interview you. They are there to interview beasts, monsters, and freaks! STAY IN CHARACTER! As they tour the haunt they may stop to ask you questions. Answer as your character would answer no matter how persistent (or generic) the questions are that are being asked.

Once you are in character, stay in character! Assume that every person that passes in front of you is there to be scared. This includes the fellow attraction staff members and managers walking through. The only appropriate time to break character is if requested by a staff member or an emergency.

Ok So you made it this far! Are you excited yet??

We will be hosting an orientation day on the site of the trail with all actors involved needing to be in attendance. The date will be announced to you in the email you provided in your initial registration form.

Welcome to Terror Trail and we look forward to working with you!

Don't forget to sign the release form and return it by email as soon as possible, or bring it to orientation.

