



## ***Haunted Calgary Productions Inc. Human Resources Strategy***

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### ***HR Philosophy***

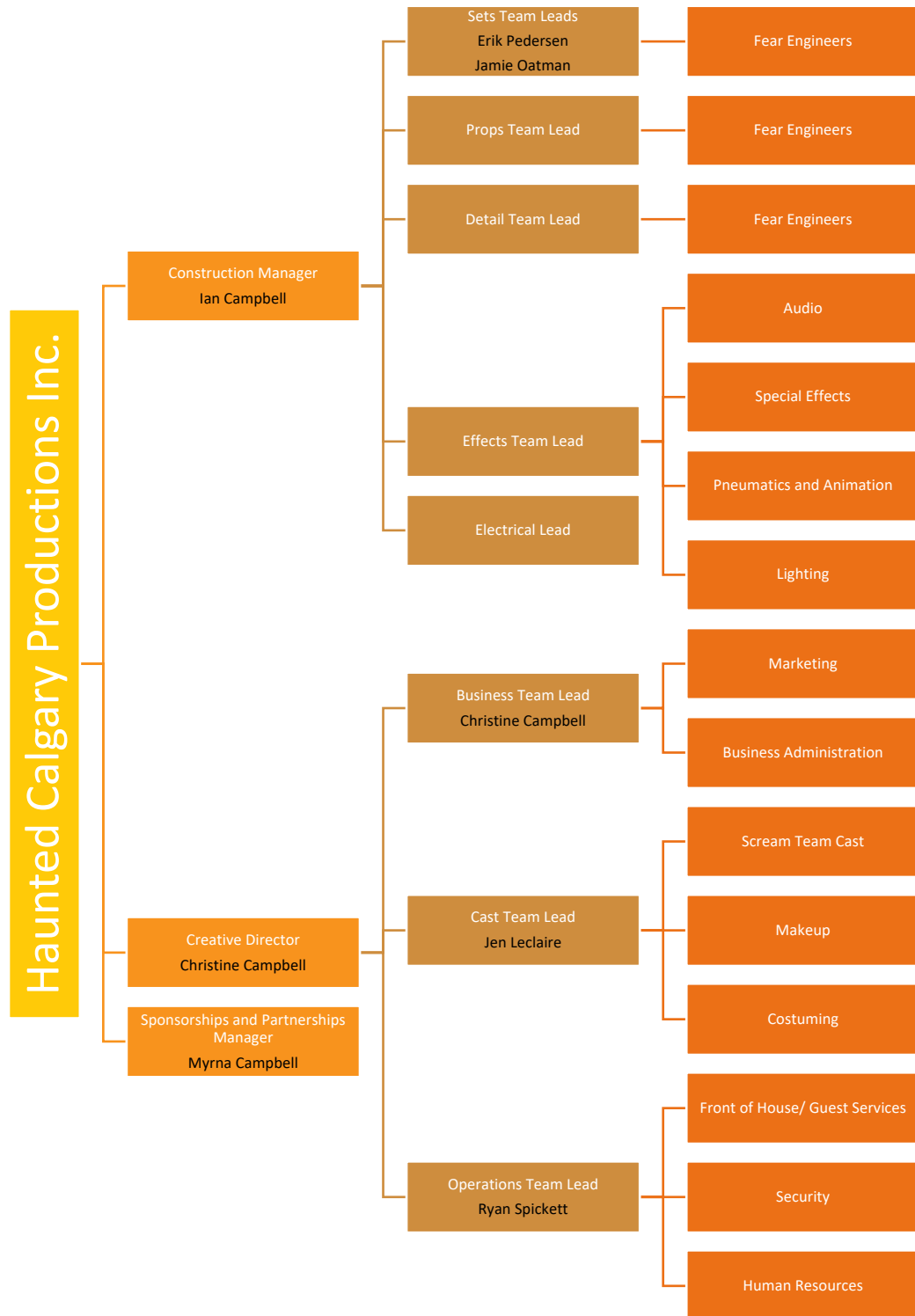
*Haunted Calgary Productions Inc. is a social enterprise dedicated to building community in the Calgary area, providing high-value entertainment, offering job-skills training, and raising funds for local charities.*

*As a seasonal event, we operate with a mix of volunteer and paid staff who have specific roles within the organization. Each person is incredibly valued. Our Scream Team and Fear Engineers are the pillars of success for the attraction and absolutely the most important asset. We work as a team and value all members' input.*

*Last Updated June 25, 2019*

## Organization Chart

Each position within Haunted Calgary is critical to the event's success. We have established a reporting hierarchy to streamline operations, but we believe that every individual should have a voice in the process.



## ***Job Description and Duties***

*All staff and volunteers will be provided with safety training and will work in compliance with all health and safety requirements as determined by Haunted Calgary Productions Inc., New Horizon Mall, Rocky View County, or Workers' Compensation Board, and all other applicable legislation and company policies.*

*The following are only brief descriptions and highlights of the roles and responsibilities of each position. Management reserves the right to amend job descriptions and duties as needed. Staff duties will be detailed in their employment contract.*

### ***Construction Manager***

- Responsible for attraction safety and adherence to all building and electrical codes. Keeps construction on schedule.
- Manages construction-related teams.
- Manages demolition.
- Manages storage.

#### ***Sets Team Leads***

- Leads the construction of the attraction under the direction of the Construction Manager.
- Directs groups of Fear Engineers for the construction of the attraction's sets.
- Responsible for set safety and adherence to all building codes.

#### ***Props Team Lead***

- Leads the team responsible for selection, acquisition, and placement of props for the attraction.

#### ***Detail Team Lead***

- Leads the team responsible for detailed distressing of sets, props, and costumes.
- Cobwebs, grunge, dirt, wear, etc. will be directed by the Detail Team Lead

#### ***Effects Team Lead***

- Leads the team responsible for special effects including audio, lighting, fog, projectors, pneumatics, animatronics, animations, scents, etc.

#### ***Electrical Lead***

- *Leads all electricians on site.*
- *Responsible for upholding all electrical code and maintaining electrical permit.*
- *Responsible for electrical safety on site.*

### ***Creative Director***

- Responsible for business operations and attraction design.

#### ***Business Team Lead***

##### ***Marketing***

- Responsible for marketing the attraction and attracting 5,000 to 10,000 guests.
- Social media.
- Radio ads.
- Outreach.

##### ***Business Administration***

- Permit applications
- Accounting, Budgeting, Cashflow, Payroll.
- Business operations.

#### ***Cast Team Lead***

- Responsible for managing casting process.
- Responsible for managing cast operations.
- Responsible for cast training.
- Responsible for cast direction.
- Responsible for coordinating costuming, makeup, script, etc.
- Develop costume and makeup requirements with costumers and makeup artists.

#### ***Scream Team Cast***

- Will work under the direction of the Cast Team Lead and the Creative Director.
- Will dress up in costume and act out an assigned role.
- Cast members will be provided with safety training.
- Cast members may bring their own costume and makeup, pending approval by the Cast Team Lead or they may be assigned a costume and makeup from Haunted Calgary inventory.
- Responsible for cast-based role-play based on assigned characters and scripts within the themes of the sub-attractions.
- Provide an entertaining and safe Halloween experience to guests.
- Interpret serious or comic role by speech, gesture, and body movement to inform or entertain guests.
- Learning lines/researching characters and rehearsing roles.
- Preparing for and attending auditions.
- Discussing interpretation and delivery with other members of the Scream Team, the Cast Team Lead, and the Creative Director.
- Possible makeup application.

### ***Makeup***

- Apply makeup in a safe and contamination-free manner.
- Apply makeup quickly to get all actors ready in a one-hour period.
- Keep makeup area neat and tidy.

### ***Costuming***

- Develop costume plan with Cast Team Lead.
- Sort, acquire, and piece together all costume pieces.
- Sign costumes and costume pieces out to actors.
- Keep costume area neat and tidy.

### ***Operations Team Lead***

- Responsible for daily management of attraction operations.
- Main go-to person for all guest or team concerns or questions, unless otherwise noted.
- Coordinates event logistics.

### ***Front of House/ Guest Services***

- Ticket sales.
- Answering guest questions.
- Answering the attraction phone, email, text messages, and chat dialogues.
- Managing queue lines.
- Managing guest occupancy in the attraction.
- Ensuring that all guests have read the rules and signed the waiver.

### ***Security***

- Responsible for maintaining order and safety.
- Responsible for implementation of the Emergency Response Plan, including calling 911 if needed.
- Responsible for enforcing attraction rules.

### ***Human Resources***

- Responsible for ensuring all volunteers and staff have an enjoyable experience.
- Responsible for ensuring all volunteers and staff meet requirements and expectations.

### ***Sponsorships and Partnerships Manager***

- Responsible for building and maintaining partnership.
- Responsible for sourcing event sponsors.

## Hiring Practices

### Casting

Potential Scream Team actors are requested to attend placement auditions August 17-18, 2019. Sign up for your preferred time slot at [www.hauntedcalgary.org](http://www.hauntedcalgary.org).

All applicants will be notified of their placement by August 30. Actor agreements will be prepared and must be signed by September 15.

### Equal-Opportunity

*Haunted Calgary is an equal opportunity employer. We welcome all applicants for volunteer and staff positions. Come as you are! Your gender, your gods (or lack of gods), your sex life, your skin colour, or your bigshot uncle don't make a difference here. We're all just flesh bags full of bones! If you're willing to give any task your all, you'll fit right in!*

### Minimum Age

*Staff members must be at least 16 years of age.*

*Volunteers may be any age, but volunteers under the age of 14 must be accompanied by a parent or guardian.*

### Volunteer Vs. Staff Positions

Most positions with Haunted Calgary are volunteer. However, a few positions which are absolutely critical to minimum attraction operations are staffed. Volunteer positions are essential and allow Haunted Calgary to operate as a social enterprise, creating social value for our community and raising incredibly needed funds for deserving charities.

## Requirements

### Availability

*If you cannot commit to the full schedule of the position, please consider a volunteer position.*

#### **Fear Engineers**

Staff Fear Engineers must be available a minimum of 20 hours per week from August 1 to September 30.

Volunteer Fear Engineers may volunteer any length of time and any number of days.

#### **Scream Team**

Staff Scream Team must be available for a minimum of seven full shifts and ideally all operational days. All staff Scream Team must be available

Volunteer Scream Team must be available for a minimum of one full shift.

All Scream Team volunteers and staff must be available October 5 for training and dress rehearsal.

### **Management**

Management must be available on-call for as many hours as necessary.

### **Team Leads**

Team Leads must be available as scheduled. Typically, construction leads will be required July 1 to October 4 and November 4 to 17 and will be on-call October 5-November 3. Typically, operational leads will be required as needed July 1 to October 4, then for full shifts October 5, 11, 12, 18, 19, 25, 26, 31, November 1, 2, 3.

### **Working Conditions**

*We work hard at Haunted Calgary. Although the positions are lots of fun, they are also lots of work.*

*Construction conditions are constantly changing. You may be exposed to risks, including the use of power tools, respiratory inhalants, overhead hazards, eye hazards, etc. It is your responsibility to ensure that PPE is worn appropriately and that you ensure you feel comfortable using equipment, especially power tools. If you are unsure, please ask for a demonstration.*

*Acting may involve long periods in dark surroundings, hunched or otherwise uncomfortable, long periods standing on concrete floors, sliding or otherwise unnatural movement, etc. It is each actors' responsibility to ensure that they make safe decisions. In addition, vocal strain is common. Warm up vocal exercises are recommended.*

### **Expectations**

1. *Communicate with your team leader regularly. If you are not able to make a shift, email [info@hauntedcalgary.org](mailto:info@hauntedcalgary.org) or call or text 587-333-4427 as soon as possible. Please note that death is not an acceptable excuse to miss work- your corpse will make a great addition!*
2. *Follow all directions of your direct supervisor or Haunted Calgary management.*
3. *Support and mentor your peers: we are all learning together and one of the best parts of Haunted Calgary is the chance to branch out and learn new skills.*
4. *Come with a positive attitude.*
5. *Be professional. We are guests in the New Horizon Mall space and must be extremely respectful of the venue and the other tenants.*
6. *Have fun.*

### **Disciplinary Process**

If a volunteer or staff member is not meeting expectations or adequately performing their job duties, the following actions will be taken:

- 1) The direct supervisor (Cast Team Lead, Sets Team Lead, etc.) will ensure that the individual has adequate instruction, training, or mentorship required to correctly and safely do the task. The supervisor will identify the area of improvement for the individual and give them a chance to correct it. If it is a non-

safety issue, this step may be repeated as needed up to three times. Safety issues must be corrected immediately and may not be given extra chances.

- 2) If the supervisor cannot correct the issue, they will elevate it to the Creative Director or Construction Manager as appropriate for a formal warning and last opportunity to correct the issue.
- 3) If the issue cannot be rectified, the Creative Director or Construction Manager will take appropriate action, potentially including moving the individual to a different position and up to dismissal.

### *Feedback or Complaints Procedure*

Staff and volunteers are encouraged to voice their suggestions, concerns, etc. to their supervisor. If your supervisor cannot rectify the issue, you may escalate it to the Operations Team Lead. If the Operations Team Lead is unable to rectify the issue, you may escalate it to the Creative Director. Feedback may also be submitted to [info@hauntedcalgary.org](mailto:info@hauntedcalgary.org) at any time, but please note that email may not be confidential.

### *Benefits*

#### *Why Volunteer?*

Haunted Calgary is a social enterprise. We rely on the generosity of volunteers who donate their time to make a great event which builds community and provides entertainment in Calgary.

You might not get paid in dollars, but you'll reap many rewards from haunting!

- Raise funds for a charity you care about.
- Volunteer hours for school or work. Letters of reference are available on request with at least four weeks' notice, 8 weeks' notice from September to November.
- You're building community spirit and bringing joy to thousands of people.
- You can learn new skills like learning to use power tools, basic electrical wiring, special effects makeup application, set design, acting, etc.
- Job training- many of those new skills you'll learn are transferable to a workplace.
- New friends and an amazing community!

#### *Volunteer Honorariums*

*We appreciate volunteers more than anything! Your dedication is admirable and we know that many of you care deeply about social causes in our community. We want to support that drive and help you do more good.*

*Volunteers may nominate charities which they think are worthy of Haunted Calgary's support until July 5. All charitable or non-profit organizations are eligible for nomination, but Haunted Calgary's humble beginnings helped us raise funds and supplies for very local, grassroots charities so we prefer to support organizations which meet the following criteria:*

- *Calgary-based*
- *Grassroots or volunteer driven*
- *Wide reach*
- *Non-discriminatory*
- *Addresses an important social or environmental need*



*While we wish we could support all worthy charities, splitting our contributions too much dilutes their effect. A poll in the Haunted Calgary Volunteers group on Facebook will help us narrow down the most popular choices. Haunted Calgary management will make the final decision by July 31. The charities or non-profits will be contacted and given the opportunity to partner with Haunted Calgary for the current season.*

*Your volunteer time will be tracked and you can choose which of the partner charities you would like your time attributed to. At the end of the year, Haunted Calgary's net profits will be calculated and 30% will be donated to the partner charities proportionally according to the hours volunteered on their behalf.*

### **Staff Compensation**

*Staff will be compensated on an agreed hourly or salary basis. At this point, sorry folks, none of us are getting rich and retiring from this enterprise!*

### **Perks**

*Haunted Calgary is a big family and the love we share for each other and the fun we have together is probably the biggest perk of all. But we'll try to make your experience even better through simple perks like some snacks, giveaways, fun get-togethers, etc. If there's something we can do to make Haunted Calgary awesome for you, let us know!*

### **WCB**

*Volunteers and staff will be covered by WCB but please be safe! We really hate paperwork and they don't let us keep any severed limbs, which is a real bummer and totally not useful.*

### **Advancement Opportunities**

*We encourage growth and development and thrive on the chance to provide opportunities to learn new skills which are useful on your resume or for future career or personal growth. We also love seeing our people mentor new or less experienced volunteers and staff. We'd love to see you take on new and different roles over the season or year-over-year.*