



COVID-19 Safety Plan

Haunted Calgary's very first priority is the safety of the incredible men, women, and children on our Scream Team and the guests who visit our attraction. We recognize that guests, volunteers, and staff put trust in us to provide a scary, fun, and above all safe experience. We take this responsibility seriously. We always have, and we always will. The COVID-19 pandemic has changed the way the world operates, and haunted houses are no exception. Haunted Calgary has been closely monitoring the situation including government policy and recommendations, World Health Organization data and recommendations, and Alberta Health Services recommendation, as well as best practices from the haunted attraction industry.

Our decision to pivot the design and scale of our attraction for our 2020 Halloween season was made with great care, advice from experts, and an abundance of caution.

Our COVID-19 Safety Plan has been designed to meet or exceed local guidelines for the Calgary area, Rocky View County, and Alberta. It is meant to guide and indicated the measures we're committed to in keeping our employees, volunteers, loyal guests, and community safe. It relies on the best available science on infectious disease mitigation, COVID-19 epidemiology, and sanitation methods, but our Safety Plan is a living document and will continue to be updated as needed. The most current version of this plan will be available for download at www.hauntedcalgary.org.

Attraction Design and Sanitization Protocols

The walk-through haunted attraction will not be built or operated for our 2020 season. Rather, we will operate a drive-in event to maintain adequate social distancing and prevent contact to every degree possible.

Guests must remain in their vehicles at all times, with the exception of washroom facilities, which remain under operation of New Horizon Mall and will follow their COVID-19 protocols.

Guests will keep their windows rolled up to avoid contact with staff or volunteers.

The following protocols will limit opportunity for disease transmission:

- *High-touch surfaces will be sanitized regularly.*
- *Car door handles will be sanitized upon entry to the attraction and upon exit.*
- *Bluetooth speakers will be sanitized between every vehicle.*
- *Shared resources, such as walky-talkies, will be fully sanitized between use.*
- *Contact-free ticketing will be used exclusively.*
- *Timed ticketing will limit the number of guests on site at any one time.*
- *Scare Bays will create further physical separation of guests and Scream Team.*
- *Supplies, props, and materials will be assigned to particular Scream Team members as much as possible. If supplies must be shared, they will be sanitized regularly between use.*
- *COVID-19 safety protocols will be well-advertised on our website and as part of our ticketing process. Guests will actively accept our terms via electronic signature.*
- *COVID-19 safety protocols will be a part of Haunted Calgary's social media strategy for 2020, providing frequent reminders.*
- *COVID-19 safety protocols will be the focus of staff and volunteer training.*
- *Occupant capacity will be restricted to one vehicle per bay, plus one vehicle in queue. Vehicle occupancy will be restricted to adequate seatbelts.*
- *Masks or face shields will be provided to staff and volunteers if they do not have their own.*

Scream Team (Staff and Volunteer) Protocols

The following protocols will be implemented by the staff and volunteers of Haunted Calgary:

- *Scream Team will be assigned in cohorts to minimize transmission opportunity. Where possible, cast and crew will be assigned to existing cohorts (e.g. family members).*
- *Wherever possible, Scream Team are asked to social distance, maintaining a minimum 2m (6 feet) distance.*
- *Scream Team must self-screen each day, using the questionnaire in Appendix 1. If answering yes to any of the screening questions, the Scream Team member must call in sick and self-isolate for 14 days.*
- *Scream Team will be scanned using a contact-free thermometer at the start of each shift. If a temperature exceeds 38 degrees Celsius (100.4 degrees Fahrenheit), that Scream Team member will be asked to go home and self-isolate for 14 days.*
- *Scream Team members will be asked to ensure their emergency contact information is up to date during the recruitment process, and will be asked to update Haunted Calgary management if it changes at any time throughout the season.*
- *Scream Team members will be cross-trained to allow seamless operation in the event someone is feeling under the weather so Scream Team members can feel confident calling in sick if necessary.*
- *Scream Team members must wear a mask at all times when at the attraction. Costuming and attraction design will support the incorporation of non-medical masks.*

- *Scream Team members will be provided with hand sanitizer in each Scare Bay and are encouraged to wash their hands and/or use sanitizer often, including at the start and end of their shift and after contact with high-touch surfaces.*
- *Scream Team members will be assigned responsibility for cleaning and sanitization.*
- *Costumes and masks will be assigned to individuals and may not be shared, unless they can be fully cleaned and sanitized between use.*
- *Each Scream Team member is responsible for fully sanitizing their costume, masks, and props between every shift.*
- *Makeup may not be shared.*
- *Scream Team members must bring their own water bottle, labelled with their name, and may not shared.*
- *Food may not be shared. Meals and snacks will not be provided. Scream Team should bring their own food for breaks.*
- *Scream Team members who are considered high risk due to underlying chronic illness or other factors are encouraged not to apply for our 2020 season.*
- *Team meetings will be completed via Zoom or other online platform whenever possible.*
- *Scream Team must be pre-assigned for each shift by management.*
- *Scream Team members must check in with their supervisor at the start of every shift and before leaving each shift. At the start of their shift, they will be asked to verbally confirm their answers to the Self-Assessment Screening Tool found in Appendix 1. Paper copies will not be filled out to reduce physical contact.*
- *Sanitizer wipes will be provided. Scream Team members are encouraged to clean all personal items such as keys, phones, waterbottles, etc. at the start and end of their shifts.*

Guest Protocols

Guests will be asked to adhere to the following protocols:

- *Remain in your vehicle at all times, with the exception of using washroom facilities within New Horizon Mall. Please ask a staff member for access.*
- *Windows shall remain rolled up at all times unless directed to roll it down by a Scream Team member.*
- *Guests will be asked to remain at home if they feel ill, have travelled outside of Canada in the past 14 days, or have come in contact with a suspected case of COVID-19 in the past 14 days.*
- *Guests are encouraged to attend with others from within their own cohort.*
- *Tickets must be purchased online in advance and guests are asked to arrive on site 15 minutes before their timed ticket and park in the above-ground parkade until asked to proceed to the entrance via SMS text message. Tickets will not be sold on site and no cash will be accepted.*
- *Guests may not physically contact our Scream Team. When any interaction must occur, guests will remain a minimum of 2m (6') from Scream Team members.*

Appendix 1 — COVID-19 Self-Assessment Screening Tool

**This tool has been adapted from the [Alberta Health Services Daily Fit for Work or Visitor Screening Questionnaire](#)*

Haunted Calgary requires you to verbally answer the questions in the below questionnaire to assist in determining your fitness to work or volunteer during the COVID-19 pandemic to provide a safe environment for all staff, volunteers, guests, and our community.

The information requested in this questionnaire is collected under the authority of FOIP section 33 (c) and will be used solely for the purposes of determining fitness for work, fit for work screening compliance, and workforce planning during the COVID-19 pandemic. If you have questions related to privacy or collection of information contact Christine Campbell, Creative Director of Haunted Calgary, at 587-894-0666 or info@hauntedcalgary.org.

You must follow hand hygiene protocols and remember to clean your keys, phone, computers, and other personal items.

*The questionnaire relates only to **new** symptoms or a **worsening** of symptoms related to allergies, chronic, or pre-existing conditions. Those with symptoms related to pre-existing conditions or allergies can still go to work.*

Risk Assessment: Screening Questions

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| 1. | Do you have any of the following symptoms which are new or worsened if associated with allergies, chronic, or pre-existing conditions: fever, cough, shortness of breath, difficulty breathing, sore throat, and/or runny nose? | Yes | No |
| 2. | Have you returned to Canada from outside the country (including the USA) in the past 14 days? | Yes | No |
| In the past 14 days, at work or elsewhere, while not wearing appropriate personal protective equipment: | | | |
| 3. | Did you have close contact* with a person who has a probable** or confirmed case of COVID-19? | Yes | No |
| 4. | Did you have close contact* with a person who had an acute respiratory illness that started within 14 days of their close contact* to someone with a probable** or confirmed case of COVID-19? | Yes | No |
| 5. | Did you have close contact* with a person who had an acute respiratory illness who returned from travel outside of Canada in the 14 days before they became sick? | Yes | No |

If you answer “YES” to any of the above, you are not permitted to attend work or volunteer at this time and you must self-isolate. Complete the Self-Assessment Tool at ahs.ca/covid to determine your need for COVID-19 testing. Please inform **ALL** managers/leads you report to (both within Haunted Calgary and outside).

If you answer “NO” to all of the above, you can proceed to work or volunteer. If you develop any of the above symptoms, please alert your supervisor immediately and return home.

**Close contact includes providing care, living with or otherwise having close prolonged contact (within 2 meters) while the person was ill, or contact with infectious bodily fluids (e.g. from a cough or sneeze) while not wearing recommended personal protective equipment.*

***Probable case is a person with critical illness who had close contact to a lab-confirmed COVID-29 case, while not wearing appropriate personal protective equipment, OR a person with clinical illness who meets the COVID-19 exposure criteria, AND in whom laboratory diagnosis of COVID-19 is inconclusive. Clinical illness of a probable case is new onset/exacerbation of following symptoms: fever (over 38 degrees Celsius), cough, shortness of breath/difficulty breathing, sore throat, or runny nose. Exposure criteria for a probably case is a person who, in the 14 days before onset of illness: had any history of travel outside of Canada; OR had close contact with a confirmed or probable case of COVID-19; OR is a close contact of a traveler with acute respiratory illness who returned from outside Canada in the previous 14 days; OR had a laboratory exposure to biological material (e.g. primary clinical specimens, virus culture isolates) known to contain COVID-19.*