

Volume

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THE TEMPLE OF TERROR

SYRIA SHRINE PROVOST GUARD

Emergency Action Plan

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Emergency Action Plan - Temple of Terror



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Safety Fire and Security

The Importance of Providing a Safe Attraction

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 to the Fire Department, the Building Inspector and Harmar Township, including a safety Emergency Action Plan (EAP), our standard operating procedure (SOP) for a safety inspection, as well as the house rules, which are clearly displayed for patrons visiting the attraction. Staff members can review the EAP which is posted in our Operations Manual and kept on site. Having a safe attraction decreases the chances of an incident occurring and increases the amount of enjoyment of each customer.

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.

Definitions



"Haunted House" shall mean the annual event sponsored by Syria Shriners.

"Staff" shall mean the persons constructing, operating, performing in, or otherwise supporting the haunted house production, and includes volunteers/employees of the Temple of Terror.

"Visitors" shall mean members of the general public attending the haunted house.

"Building" or "Facility" shall mean the space located at the Syria Shrine Picnic Pavilion for a purpose of producing the haunted house amusement event.

"Fire Department" shall mean the Harmar Township Volunteer Fire Department.

"Police Department" shall mean the Harmar Township Police Department.

"Ambulance/EMS Service" shall mean the Lower Valley Ambulance Service or other designee as assigned to the area.

"Sheriff's Office" or "Deputy Sheriff" shall mean the Allegheny County Sheriff's Office.

"Officer in Charge" shall mean a Syria Shrine Provost Guard or Syria Shrine Motor Corp member designated to serve as the single point of contact to coordinate outside emergency services as needed.

"House Manager" shall mean an individual designated to oversee the general operations of the attraction.

"Security/Safety Staff" shall mean those members of Syria Shrine Provost Guard, Syria Shrine Motor Corp, or others assigned to assist in the controlling of vehicular and pedestrian traffic, the enforcement of the House Rules, and the enforcement of all safety regulations/procedures.

"Lighting/Sound Technician" shall mean a member of the staff assigned to control all lighting and sound equipment and make announcements as needed.

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Staff Duties

Responsible Communications to Ensure Safety

Introduction and Purpose



This section sets forth the policy and procedures to be followed in various types of emergencies to ensure proper communications and actions by all staff. Each staff member has a role to play during an emergency and must follow the procedures properly in order to minimize the risk to other staff and visitors of the attraction.

House Manager

For each public performance, a Temple of Terror Employee or Adult Volunteer shall be designated to serve as House Manager. The House Manager shall be present on the premises for the duration of the time the haunted house is open to the public. If the House Manager must leave the premises (even for a brief period), he/she shall delegate responsibilities to another Temple of Terror employee or another adult volunteer and notify the appropriate personnel. The House Manager shall have overall responsibilities for the safe operation of the House and for the coordination of the Emergency Action Plan with the OIC. He/she will also ensure an accurate assignment list is located at the Box Office for each performance.

Officer in Charge (OIC)

For each public performance, a Syria Shrine Provost Guard or Syria Shrine Motor Corp member shall be designated to serve as the Officer in Charge. The Officer in Charge shall be present on the premises for the duration of the time the haunted house is open to the public. If the Officer in Charge must leave the premises (even for a brief period), he/she shall delegate responsibilities to another Provost Guard or Motor Corp member and notify the appropriate personnel. The Officer in Charge shall have overall responsibilities for the safe operation of the parking areas, pedestrian areas, enforcement of the House Rules, and for contacting all outside emergency agencies as necessary. The OIC will accompany the House Manager on all Safety Walks.

Security/Safety Staff

A minimum of four members of the Provost Guard or Motor Corp shall be assigned as Security/Safety staff. At least one per shift will be required to have CPR, First Aid, and/or AED certification. The OIC will determine the personnel assigned to the various posts. The posts shall be;

- See the current “**Security Briefing**” memo posted in the Operations Manual

Staff Members

All Haunted House 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 the House Manager. 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. At least one staff member in each section of the House will be assigned to assist with the evacuation of all individuals in their area.

Lighting/Sound Technician/House Manager

For each public performance, the House Manager shall be designated to serve as the Lighting/Sound Technician. In the event of an emergency requiring an evacuation and as directed by the House Manager or Safety/Security Staff, the Lighting/Sound Technician shall:

- Turn on the house lights.
- Turn off all music and visual effects.
- Turn off all scene lighting and power.
- Make all PA announcements as directed by the House Manager.

Communications



Effective communication is required to assist in preventing any incidents which may cause harm to the staff or visitors. In order to aid in the effective communications the use of two way radios is necessary. During the operations of the event certain identified staff will be equipped with two way radios.

Radio Assignments

The following staff will be assigned two way radios during operating hours:

- The House Manager
- The Officer in Charge
- All Safety/Security staff
- Others as determined by the House Manager and/or Officer in Charge

Announcements

The Lighting/Sound Technician shall be responsible for making announcements over the Public Address system. However, all staff members are responsible to ensure the visitors in their immediate area heard, understood, and follow those announcements.

Emergency Plans

Reactions to Emergency Situations

Introduction and Purpose



Various situations can arise during the operation of the Haunted Attraction. To ensure all staff members are prepared to deal with those situations this section outlines various emergencies and the proper steps to be taken to help prevent injuries and damage.

Fire Prevention

Emergency Exits - The building emergency exit signage shall be supplemented with Glow in the dark exit and directional signage to clearly identify corridor access to the emergency exits. At no time shall access to the building exits be obstructed by construction, props, or stored materials. Pathways to the exits shall be unobstructed and free from tripping hazards.

Electrical Hazards - All electrical equipment, lighting fixtures, extension cords, outlet strips, motors, display devices, and accessories, operating at 120 VAC or greater, shall be UL approved and 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

Combustible Materials - Combustible waste materials shall not be allowed to accumulate in the building. During construction and operation, trash shall be removed and placed in the dumpster daily. As feasible, combustible scenery, props, and decorations shall be appropriately treated with fire retardant materials and maintained out-of-reach of visitors as they pass through the House. Combustibility shall be a consideration of the selection of props and decorating materials. All wall partitions, wood, and fabric shall be treated with an appropriate fire retardant. All foam sculptures shall be either treated or covered with a non-flammable seal coat (i.e., hydrocal).

Smoking - Smoking shall be prohibited inside the House at all times. All visitors will be prohibited from bringing smoking paraphernalia into the building.

Portable Fire Extinguishers - The House shall be equipped with fire extinguishers. House Staff shall be instructed that the portable fire extinguishers have been placed for use by trained individuals and for FD use. Staff shall not be permitted to use the portable fire extinguishers unless they have been trained to do so.

Flashlights - The House shall equip at least one staff member in the vicinity of each emergency exit with a flashlight. The assigned staff shall be instructed that the flashlights are to be used only during an emergency situation to assist visitors and other staff members to evacuate the area safely.

MSDS - Material Safety Data Sheets will be kept in the Building Manager's Office located in the main office of the Syria Shrine Center. An additional set will be kept at the attractions Box Office.

Fire Emergency Plan

In the event of an actual fire the following plan shall be followed:

- Staff members discovering the fire or smoke shall immediately notify the House Manager or Safety/Security staff.
- Upon notification the Lighting/Sound Technician shall turn on all house lights, turn off scene and lighting power, turn off music and sound effects, and make the necessary announcements over the PA system for a complete evacuation of the attraction.
- Upon sounding the alarm the Officer in Charge will call Allegheny County 911. He/she should be prepared to give the following information;
 - Township/Borough/ Municipality – **Harmar Township**
 - Request for Fire, Police, or EMS – **Fire**
 - Location – **1877 Shriners Way**
 - Nature of emergency – **provide as much detail as possible**
- Staff members assigned to assist with the evacuation of a designated area will ensure the area is clear before exiting. In the event they cannot complete this task they will report immediately to the House Manager or Safety/Security staff.
- All staff and visitors will evacuate the attraction via the primary exit for their location. In the event that exit is obstructed or unsafe they will proceed to the alternate exit.
- If smoke makes it difficult to breathe or see, get down on your hands and knees and crawl to the nearest exit.
- Once outside of the structure, proceed to the nearest designated assembly area.
- A member of the Safety/Security staff will meet the emergency unit at the entrance of the attraction to assist them in locating the scene of the incident.
- No staff or visitor is to re-enter the attraction until such time as the Fire Department has reported it is safe.

Accountability Procedure – The House Manager will retrieve the cast assignments from the Kitchen area and verify all staff members are present and accounted for. The Safety/Security staff will check each assembly area to verify no visitors are missing. The Fire Department will be notified of any instances of staff or visitors being unaccounted for.

Fire Response

All staff members of the Temple of Terror will be provided with training using the R.A.C.E. technique in response to an actual fire emergency. In addition those being trained to use fire extinguishers will be taught the P.A.S.S. technique. The techniques are as follows:

R.A.C.E.

- **Rescue** – rescue those in immediate danger
- **Alarm** – notify others by word of mouth or by activating the nearest pull box
- **Confine** – confine the fire by closing any doors upon exiting if possible
- **Extinguish** – using a portable fire extinguisher located near the exit to extinguish the fire if the conditions permit you to do so safely

P.A.S.S.

- **Pull** – pull the pin and completely remove it from the extinguisher handle
- **Aim** – aim the nozzle towards the base of the fire
- **Squeeze** – squeeze the handle of the extinguisher to discharge the extinguisher
- **Sweep** – sweep the spray of the extinguisher back and forth across the base of the flames

Medical Emergencies

In the event of a medical emergency the follow actions will take place:

- The staff member discovering the situation will notify the House Manager or the Safety/Security staff.
- The Officer in Charge will place a call to 911 to secure the appropriate emergency agency response. He/she should be prepared to give the following information;
 - Township/Borough/ Municipality – **Harmar Township**
 - Request for Fire, Police, or EMS – **EMS**
 - Location – **1877 Shriners Way**
 - Nature of emergency – **provide as much detail as possible** (*i.e., age of victim, sex of victim, consciousness level, nature of injury/emergency, etc.*)
- A member of the Safety/Security staff will meet the emergency unit at the entrance of the attraction to assist them in locating the scene of the incident.

- Injured or ill individuals who are ambulatory will be assisted to the entrance of the attraction to await the arrival of EMS.

A complete First Aid Kit and AED shall be maintained in the Sound Room (stage area) and used only for emergencies. A separate supply of Band-Aids shall be maintained at the Box Office. The First Aid Kit and/or AED will only be for use by those who have received the proper training.

Weather Emergencies

In the event a warning is issued regarding the weather the House Manager will determine the course of action.

- He/she may close the attraction for the evening and evacuate the premises.
- He/she may temporarily close the attraction until the weather conditions permit reopening.
- If the conditions do not permit an evacuation of the premises staff and visitors will be directed to designated areas of refuge.
- No staff or visitor will be permitted to re-enter the attraction until such time as the House Manager and Officer in Charge have determined it is safe to do so.

Power Failure

In the event of a power failure verbal instructions will be announced to evacuate the attraction. Those staff members assigned flashlights will then assist staff and visitors to the designated emergency exits. Prior to the specified staff member exiting the attraction they will check their assigned area to ensure no one is left in the attraction. Once the power is back on and the House Manager has determined any issues to be resolved the attraction will re-open.

Bomb Threat

In the event a bomb threat is received or a suspicious package or container is discovered the following actions will take place:

- The staff receiving the threat or discovering the package will notify the House Manager or the Safety/Security staff. Staff members will not exercise judgments regarding the validity of such threats nor shall they communicate their suspicion to other staff or visitors so as to avoid any panic.
- The House Manager will initiate a full evacuation of the attraction.

- The Officer in Charge will notify 911 in order to secure the assistance of the Police and Fire Departments.
- The Safety/Security staff will establish a perimeter around the attraction and ensure no staff members or visitors are in the area of the attraction.
- No one will be permitted to re-enter the attraction until the Police and/or Fire Departments have given an “all clear”.

EAP Training

All Temple of Terror Staff shall be trained on the contents of this Emergency Action Plan. Prior to each performance, just before admitting the public, the House Manager and/or the OIC shall circulate through the attraction and ensure that the staff is familiar with the means of egress from the particular location in which they are working. Each Staff member will be briefed on the Emergency Action Plan.

Safety Inspections

A safety inspection will be performed every night one-hour before opening, again halfway through the night, and one-hour after we close. The House Manager will ensure any repairs are done by a qualified individual.

House Rules

Keeping Everything Safe and Fun!

Introduction and Purpose



The House Rules shall be established to ensure the safety of the staff and visitors. Enforcement of the House Rules will ensure not only the safety of the staff and visitors but will ensure the visitors attending the attraction have an enjoyable time. All staff members of the Temple of Terror are responsible for the enforcement of the House Rules and will ensure any violation is immediately reported to the Safety/Security staff.

To provide an enjoyable and safe experience for all patrons, the following House Rules are in effect and apply to all patrons (without exception).

1. NO SMOKING OR OPEN FLAMES OF ANY KIND, NO EXCEPTION!

Anyone caught smoking or with an open flame (Lighter, etc.) in the Temple of Terror will not only be immediately ejected from the show, but will also be subject to a summons from the Fire Marshall - NO EXCEPTIONS!

2. DO NOT TOUCH ANYTHING, INCLUDING PROPS AND OR ACTORS.

The Temple of Terror has a Strict No Touching Policy for both the Actors and the Patrons. The Actors will not touch you. Anyone caught touching props or the actors will risk denied entry or premature removal from the attraction.

3. NO ALCOHOL, FIREARMS AND/OR WEAPONS OF ANY TYPE ARE ALLOWED...

to be consumed or carried on the premise (or in parking lot) of the Temple of Terror. Likewise, the Temple of Terror reserves the right to deny entry to and/or prematurely eject any individual from the attraction who appears to be and/or displays drunken behavior that would affect the safety and/or enjoyment of theirs and/or others' experience.

4. NO HORSE PLAY.

The Temple of Terror prides itself on providing an entertaining thrill and chill fest while maintaining a higher standard of patron AND staff safety. Any individual(s) who gets caught running, horsing

around, fighting and/or behaving in an unsafe manner will be warned only once, and then risk denied entry or premature removal from the attraction.

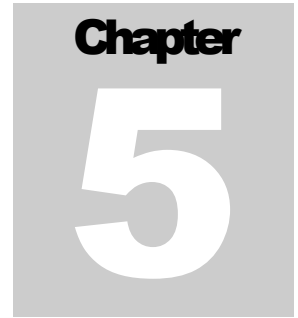
5. FLASHLIGHTS, LASER POINTERS, CAMERAS, CELL PHONES, ETC.

Other than staff, no one is allowed to use flashlights, laser lights and/or any other forms of illumination including cell phones within the attractions of the Temple of Terror. Please No CAMERAS. If you are caught you risk denied entry or premature removal from the attractions.

6. The Temple of Terror and/or any of the sponsors/supporters are not responsible for any lost stolen and/or damaged possessions of patrons while on the premise. In addition, the Temple of Terror makes all possible and reasonable efforts to maintain a safe and enjoyable experience for its patrons. However, the nature of this event may produce certain neglectful behavior in a very small percent of its attending patrons. For those few, the above mentioned entities are NOT liable for personal injury due to neglectful behavior of patrons such as running (either within or outside the attractions), horseplay and/or any other forms of unsafe behavior on the part of the patrons that could result in injury. In short...**ENTER AT YOUR OWN RISK.**

7. It is the responsibility of the patrons to read and follow these rules. Failure to do so could result in possible premature removal from the attraction.

On behalf of the entire staff of the Temple of Terror, we would like to THANK YOU in advance for following these simple rules which will allow the Temple of Terror to provide you and yours with the best shows possible! Happy Halloween!



Code Adam

Dealing with Lost Children

Several years ago, two associates in a Wal-Mart store developed a procedure to help find children who were reported missing or lost in a retail store. The program was eventually named “Code Adam” in memory of a young child, Adam Walsh, who in 1991 was abducted from a store and then senselessly murdered. Adam’s father is John Walsh, co-founder of the National Center for Missing and Exploited Children and the host of the well known television show “America’s Most Wanted.”

At the Temple of Terror Haunted House and Attraction our goal is to ensure a safe and fun event for all. Since this attraction is designed for individuals of all ages the following procedures will be implemented in the event of a child being reported missing.

Introduction and Purpose

In providing the Temple of Terror Haunted House and Attraction we are providing entertainment to our members, families, friends, and the general public. As such we must make every effort to provide that entertainment in a manner to maintain the safety and security of the staff and visitors at all times. Nothing is more frightening to a parent or guardian than to realize their child is missing. With that in mind the following steps will be followed in the event a staff member receives a report of a missing child.

Procedures

1. The staff member who is approached by the parent/guardian reporting a missing child will obtain a detailed description of the child which will include;
 - a. Name, age. Hair color, and eye color.
 - b. Approximate weight and height.
 - c. Description of clothing, especially shoe color and style (although the clothes may be changed, an abductor does not usually remove or change the child’s shoes).

- i. The description of the child will be given over the radio or person to person and not announced over the PA system.
2. Notify the House Manager or a member of the Safety and Security staff who will announce a "Code Adam" over the radio.
 - a. The House Manager will notify the Sound and Lighting Technician to announce a "Code Adam" over the PA system.
3. Post 4 will escort the parent or guardian to the entrance of the Haunted House in front of the pavilion.

The House Manager will proceed to the entrance of the Haunted House and close the line. He/she will then proceed through the Haunted House to ensure everyone exits and to alert the other staff.

Post 2 will proceed to the exit of the Haunted House to observe everyone exiting the Haunted House, looking specifically for a child matching the "Code Adam" description.

Post 3 will proceed to the restroom and conduct a thorough search of them. He/she will then work his/her way back to the Haunted House checking all of the attraction areas.

Post 1 will conduct a search of the parking areas for a child matching the description.

4. If the child is not found within the first 10 minutes the OIC will notify the Police.
5. If the child is found and appears to have been lost and unharmed, reunite the child with the parent or guardian. If the Police have been notified call them back and notify them that the child has been found.
6. If the child is found accompanied by someone other than the parent or guardian;
 - a. Use every reasonable effort to delay the departure of the adult accompanying the child but do not put yourself, the staff, or people around you at risk.
 - b. Notify the Police of the situation and location so that they may interview.
 - c. Get a detailed description of the adult and child (especially if the clothing has been changed). Identify the make, model, color, and license plate of the vehicle used to leave the property.

7. Once the situation has been resolved (the OIC and House Manager will make that decision) it will be announced over the radio and PA system "Code Adam cancelled."