



**Andover Haunted House Foundation INC.  
5 West Greenwood Street  
PO Box 415  
Andover, NY 14806**

At Andover Haunted House Foundation Inc. in Andover, NY, safety and cleanliness of our property and overall attraction operation has always been our number one priority. We care deeply about our family of volunteers, customers and greater community. We recognize that customers and staff put trust in us to provide a scary and fun experience, however, they trust us that we have taken many measures to ensure their absolute safety. This commitment has not changed, and the following steps we plan to take ensure additional cleanliness and safety measures. While this may change some experience expectations, we aim to continue to provide a result of fun and fright, that customers and staff have come to expect from one of the best and highest rated haunted houses in south western New York, while still complying with government guidelines. We continue to closely monitor government policy changes, Centers for Disease Control (CDC) guidelines, government mandates, and public health advancements, and will continue to make changes appropriate to our protocols and procedures. This plan has been developed with research and consultation from local, national and international personnel and other similar attraction operators from theme parks, to large public venues, to other haunted attractions, and will make changes/modifications as needed. While we recognize this meets, and in some places exceeds, local guidelines, it's meant to guide and indicate the measures we're committed to in keeping our volunteers, loyal customers and our community safe. It relies on the best available science on sanitization methods and infectious disease mitigation, and we will continue to update it as needed. The following will serve as our plans for the 2020 operating season, and plan to make changes according to updated restrictions.

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	<b>Individuals</b>	<b>Businesses</b>	<b>Vulnerable Individuals</b>
<b>Phase 1</b>	<p>Maximize social distance</p> <p>Avoid socializing in groups &gt;10 people</p> <p>Minimize non-essential travel</p>	<p>Encourage telework</p> <p>Return to work in phases</p> <p>Close common areas</p> <p>Gyms can reopen under strict protocol</p> <p>Large venues can reopen under strict protocol</p>	<p>Continue to shelter in place</p>
<b>Phase 2</b>	<p>Maximize social distance</p> <p>Avoid socializing in groups &gt;50 people</p>	<p>Encourage telework</p> <p>Close common areas</p> <p>Accommodate to vulnerable population</p> <p>Schools/ youth activities may reopen</p> <p>Bars can reopen</p>	<p>Continue to shelter in place</p>
<b>Phase 3</b>	<p>Minimize time spent in crowded areas</p>	<p>Resume unrestricted staffing of worksites</p> <p>Visits to hospitals and nursing care facilities can resume</p>	<p>May resume public interactions, but should practice physical distancing, minimizing exposure to social settings</p>

## **Andover Haunted House Contingency Plan:**

### **Phase 1**

All Operations, including concessions:

1. Exercise extreme caution
2. Maintain distancing guidelines of all groups, floor markings, 6'-8' distances
3. Very frequent cleaning of all surfaces (handrails, doors, restrooms, etc.)
4. Double the hand sanitizing stations in Front of House areas
5. Decreased input speeds to keep groups farther apart inside the attraction
6. Allow queueing in outside spaces only, using every-other queue line to ensure spacial compliance
7. Maintain signage to remind individuals to stand at least 6+ feet apart and/or abide by distancing guidelines.
8. Temperatures of all employees are checked daily by EMT or Safety Team staff members using non-contact devices
9. Mouth and nose coverings (PPE masks) coverings required by all staff, and customers. Gloves required for Front of House & Safety staff.
10. Temperature checks of customers entering the Andover Haunted House property may be conducted by an EMT or Safety Team staff members, thermal imaging of all customers may be used and/or additional screening measures
11. Reduced number of actors to minimum staffing levels
12. Contactless payment methods preferred. Only 1 cash-accepting window.
13. Eliminate unnecessary travel
14. Limiting on-property persons capacity to enable adequate distancing at all times utilizing Timed Ticketing. Will increase over time. INTERNAL SPECIFIC: Above as applicable, plus.....
15. Restricting traffic/bodies waiting in the makeup/costume room
16. Ensuring 6' spacing while waiting for makeup/costumes
17. Alcohol used to clean all makeup pallets after each actor
18. No sharing/exchanging costumes/masks. Increased cleaning/disinfecting
19. Sanitizing of all props/ipads/position specific

## **Andover Haunted House Contingency Plan:**

### **Phase 2**

All Operations, including concessions:

- 1.Constant caution
- 2.Maintain distancing guidelines of all groups, floor markings, 6'-8' distances 3.Increased cleaning of all surfaces (handrails, doors, restrooms, etc.)
- 4.Hand sanitizing stations
- 5.Maintain signage to remind individuals to stand 6'+ apart and/or abide by distancing guidelines.
- 6.Temperatures of all employees are checked daily using non-contact devices
- 7.Mouth and nose coverings (PPE masks) coverings required by all staff, and suggested for customers. Gloves may be used for Front of House & Safety staff.
- 8.Reduced number of actors
- 9.Contactless payment methods preferred. Only 1 cash accepting windows.
- 10.Reduce unnecessary travel
- 11.Limiting on-property persons capacity to enable adequate distancing at all times utilizing Timed Ticketing. Will increase over time. INTERNAL SPECIFIC: Above as applicable, plus.....
- 12.Restricting people waiting in the makeup room
- 13.Ensuring 6' spacing while waiting for makeup/costumes
- 14.Alcohol used to clean all makeup after each actor
- 15.No sharing/exchanging costumes/masks
- 16.Sanitizing of all props/ipads/position specific devices and/or gear

**Andover Haunted House Contingency Plan:**

**Phase 3**

1. Comply with distancing guidelines of groups for all staff and customers
2. Increased cleaning regimen of high-touch areas
3. Monitor employees for symptoms and well-being
4. High risk employees will not be scheduled if symptoms occur
5. Reduced number of actors
6. Limit unnecessary travel

**Low Risk normal operation**

- Remain open and business as usual.
- Will monitor staff.
- Usual cleaning protocols in place.

## **Drilldowns for the following level:**

### **Phase 1**

1. Exercise extreme caution: All staff will watch for signs, concerns, and use caution to reduce possible contamination
2. Maintain distancing guidelines of all groups: Queue line markings indicating 8' distances from other groups; every-other queue line to ensure additional spacing; safety staff to remind groups who are consistently non-compliant.
3. Very frequent cleaning of all surfaces (handrails, doors, restrooms, etc.): 1-2 Additional staff will be hired for additional sanitation duties. To include every 45 minutes of cleaning rotations of all handrails, door knobs, and all restrooms & portapotties using suggested health department chemical solutions.
4. Double the hand sanitizing stations in Front of House areas: 2 hand sanitizing stations in general public areas. 1 for Back of House areas.
5. Decreased input speeds inside the attraction: Based on occupancy and nightly operations, adjusted times of entering the haunted house attraction may vary to ensure extra spacing between groups.
6. Allow queueing in outside spaces only: Large groups waiting to enter, while maintaining 6-8' distances, will be waiting outdoors only. Indoor waiting areas of 100 or more people are prohibited.
7. Maintain signage to remind individuals to stand 6+ feet apart and/or abide by distancing guidelines: Printed signage and/or banners. Digital signage will rotate every 45-60 seconds in our projections/slideshows for all customers to see. Additional symptoms posters will be posted for staff, and customers, indicating they need to go home if they have symptoms.
8. Temperatures of all employees are checked daily using non-contact devices: Taken at entrance of property. If over 100°F, persons will not be allowed entry to the property.
9. Mouth and nose coverings (PPE masks) coverings required by all staff, and customers. Gloves required for Front of House & Safety staff: To ensure maximum containment, masks will be required of all persons entering the property.
10. Temperature checks of customers, thermal screenings, or other measures may be conducted at the entrance gate by EMT's or Safety staff
11. Reduced number of actors: To ensure safety, while decreasing possibilities of contamination, we will reduce the number of actors/monsters in our attraction to minimums that provide a great show, while keeping safety as our priority.
12. Contactless payment methods preferred. Only 1 cash accepting window: Large marketing push for online sales and ticketless purchases, allowing digital tickets and non-contact payment methods. Cash will be accepted, but only at 1 window, to ensure additional steps of cleaning and containment.
13. Reduce unnecessary travel: Ensuring management and above will not be required to attend shows, or attend other attractions at least 30 days before show operating dates.
14. Limiting on-property persons capacity to enable adequate distancing at all times: By use of Timed Ticketing and based on local government direction, we will comply with ensuring spacing and occupancy management, as needed. This will be variable, based on level of risk. INTERNAL SPECIFIC: Above as applicable.
15. Restricting people waiting in the makeup room: This will be determined by spacing limitations and managed by the makeup managers
16. Ensuring 6' spacing while waiting for makeup/costumes: 6' marks on the ground will be used to keep staff farther apart

17. Alcohol used to clean all makeup after each actor: 99% alcohol will be used to clean in between actor makeups

18. No sharing/exchanging costumes/masks: Staff shall not be allowed to change costumes/characters/masks in-show, ensuring less cross contamination. Increased cleaning and disinfecting of masks and costumes will be conducted via washing, wiping, and/or disinfectant.

19. Sanitizing of all weapons/ipads/position specific devices and/or gear: Additional cleaning measures of all items used by staff to reduce cross contamination.

## **Drilldowns for the following level:**

### **Phase 2**

All Operations, including concessions:

- 1.Constant caution: All staff will watch for signs, concerns, and use caution to reduce possible contamination
- 2.Maintain distancing guidelines of all groups: Queue line markings indicating 6-8' distances from other groups, every-other queue line to ensure additional spacing, safety staff to remind groups who are consistently non-compliant. Outdoor queueing only-no indoor waiting spaces.
- 3.Increased cleaning of all surfaces (handrails, doors, restrooms, etc.): Additional volunteers will be responsible for additional sanitation duties. To include minimums of every 60 minute cleaning rotations of all handrails, door knobs, and all restrooms & portapotties using suggested health department chemical solutions.
- 4.Hand sanitizing stations: Hand sanitizing stations will be available in Front of House areas. Back of House will have access to pump sanitizer.
- 5.Maintain signage to remind individuals to stand 6+ feet apart and/or abide by distancing guidelines: Printed signage and/or banners. Digital signage will rotate every 45-60 seconds in our projections/slideshows for all customers to see. Additional symptoms posters will be posted for staff, and customers, indicating they need to go home if they have symptoms.
- 6.Temperatures of all employees are checked daily using non-contact devices: Taken at entrance of property. If over 100°F, persons will not be allowed entry to the property.
- 7.Mouth and nose coverings (masks) required by all staff, and suggested for customers. All Front of House staff may be given gloves for additional measures.
- 8.Reduced number of actors: To ensure safety, while decreasing possibilities of contamination, we will reduce the number of actors/monsters in our attraction.
- 9.Reduced payment method contacts: Large marketing push for online sales and ticketless purchases, allowing digital tickets and non-contact payment methods. Cash will be accepted, but at limited windows, to ensure additional steps of cleaning and containment.
- 10.Reduce unnecessary travel: Ensuring management and above will not be required to attend shows, or attend other attractions at least 30 days before show operating dates.
- 11.Limiting on-property persons capacity to enable adequate distancing at all times: By use of Timed Ticketing and based on local government direction, we will comply with ensuring spacing and occupancy management, as needed. This will be variable, based on level of risk. INTERNAL SPECIFIC: Above as applicable, plus.....
- 12.Restricting people waiting in the makeup room: This will be determined by spacing limitations and managed by the makeup managers
- 13.Ensuring 6' spacing while waiting for makeup/costumes: 6' marks on the ground will be used to keep staff farther apart
- 14.Alcohol used to clean all makeup after each actor: 99% alcohol will be used to clean in between actor makeups
- 15.No sharing/exchanging costumes/masks: Staff shall not be allowed to change costumes/characters/masks in-show, ensuring less cross contamination. Nightly cleaning and disinfecting of masks and costumes will be conducted via washing, wiping, and/or disinfecting foggers.
- 16.Sanitizing of all weapons/ipads/position specific devices and/or gear: Additional cleaning measures of all items used by staff to reduce cross contamination.



### **Marketing Additional Plans**

As expected, marketing these new steps and requirements will require additional artwork, funding and resources. As part of our commitment to customers and staff being in compliance while on our property, the following are additional areas we plan to communicate our requirements.

1. Create artwork to be posted on our website with a call to attention
2. Social Media specific artwork to be posted consistently on all social media, with updates as needed
3. Create artwork for banners at the entrance gate.
4. Requirements (masks, timed ticketing, physical distancing) notes in all ticket text via online purchases portal.
5. Updated content in all direct customer correspondence (ticket purchase confirmation emails, mail blasts, reminder emails, etc.)
6. In queue slideshow reminders of distancing, and our commitment to safety
7. Marketing 6-8' expanded queueing areas for added space from crowds
8. Two page FAQ page added to our Contact Us/FAQ area. Similar content will be sent via email blast.

Examples of social media and queue line announcements:



## **CORONAVIRUS SAFETY**



Follow these easy steps to help prevent the spread of COVID-19.

