

COVID-19 Safety Plan - Escape Manor Junior

Updated August 2020

Escape Manor Junior (EMJ) is committed to keeping our guests and staff safe. While this is a commitment we have made since opening our doors, in the current environment, we are particularly focused on complying with COVID-19 medical guidance and directives issued by Ontario's Ministry of Health and other public health authorities. Our specific response to the COVID-19 outbreak includes the following:

1. Physical Distancing

- As per the Ontario Ministry of Health guidelines, we can accommodate up to 50 guests within our establishment at a given time.
- Each team is kept at least 6 feet apart from other groups. Groups who arrive at the same time will be checked in separately and escorted to the lobby where they can await the start of their experience in a distinct space.
- Guests are encouraged to keep a distance of 6 feet between themselves and other guests at all times.
- Staff members will remain at least 6 feet away from guests whenever possible.
- All reservations are private bookings, meaning groups are not combined.
- In accordance with public health requirements, all guests and staff must wear a mask while in the building, even during gameplay. Guests may remove their masks while eating or drinking. Other exemptions may apply.

2. Guest Tracing

- At check-in, parents/group supervisors are required to provide their contact details, including name, address, email and phone number, when completing our waiver. This information is collected and filed away by the manager on duty.

3. Monitoring and Cancellations

- Guests may cancel or adjust their reservation without any financial penalty in the event any member of their team is feeling unwell.
- Guests displaying flu-like symptoms may be asked to leave (with an applicable refund) at the sole discretion of the manager on duty.
- Any staff member showing COVID-19 symptoms or identified as someone who has been in contact with a COVID-19 positive individual will be asked to end their shift, undergo testing, and cancel all future shifts until a negative COVID-19 result is obtained.

4. Hand Hygiene

- Guests entering and exiting EMJ will be provided with hand sanitizer and are encouraged to use it as often as they wish. During a birthday party, guests will be directed to wash their hands after playing the escape room and again after eating. Gloves and masks are also available to guests upon request.

5. Cleaning and Sanitizing

- Each escape room has been reviewed and modified to enhance sanitation and clean-ability (such as laminating paper clues and removing red herrings).
- Between each group, escape rooms and party rooms are cleaned and disinfected using a hospital-grade spray and a disposable cloth. Additional staff are scheduled for cleaning during busy periods.
- Common touchpoints at reception such as sign-in clipboards, pens, and keys are cleaned after every use.
- Party rooms feature disposable plates, cups, and utensils. Cake knives, appliances, and decorations are cleaned and disinfected after each group.
- Birthday parties are provided with a specific host to aid with food serving, cleaning, and any other party needs. Party guests may call on the support of these hosts as much or as little as they wish.
- Public space cleaning is carried out regularly during operating hours and as directed by the manager on duty, including:
 - Washroom door handles, buttons, levers, and taps
 - Hand-held toys and puzzles in the lobby
 - Furniture in the lobby and other seating areas
 - Espresso machines, kitchen cupboards, glassware, and appliances

6. Continual Improvement

- A staff Operations Log is maintained where suggestions to improve safety can be tracked. Staff are asked to review the log before each shift to keep up to date with changes.
- COVID-19 medical advice and directives issued by public health authorities are continually monitored and EMJ remains committed to implementing best practices to adhere to those requirements
- Attitude: we are willing to take whatever reasonable steps we can to make sure our guests feel safe at all times. If you have any questions or requests, please don't hesitate to contact us.

James McQuarrie
General Manager
Escape Manor Junior