



The Catacombs

Teen Volunteer Guide

2016 Season

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Dates & Hours of Operation

Friday, October 14th	7pm – 11pm
Saturday, October 15th*	7pm – 11pm
Friday, October 21st	7pm – 11pm
Saturday, October 22nd*	7pm – 11pm
Sunday, October 23rd†	7pm – 10pm
Thursday, October 27th	7pm – 10pm
Friday, October 28th	7pm – 11pm
Saturday, October 29th	7pm – 11pm
Sunday, October 30th	7pm – 10pm

* - *Pizza and drinks will be provided each Saturday night after the haunt closes. Please allow an additional 30 minutes for pickup.*

† - *Sunday, October 23rd is our \$5.00 admission night.*

Before You Volunteer

Prior to your service, you will need to register online at:

<http://catacombs.hauntscheduler.com>

This is important, as we need to have records of every volunteer in our attraction. The online portion will take about 2 minutes to complete.

The online form must be completed prior to your first night of service. If you do not have this completed, you will not be allowed to volunteer with us until the online form has been completed in full.

Volunteering With Us

During your time with us, please adhere to our policies and procedures. Our staff members are here to ensure that everyone has a good time. While this is not a job, we will ask you to leave if you do not adhere to the rules of our attraction, which are stated on pages 3-4 of this guide.

If at any time during our event you feel uncomfortable in any situation, please notify a staff member immediately. We will take any and all appropriate actions to rectify the situation.

Teens will meet in the Gold Room, located at 6156 West Dakin Street (just east of Melvina, around the corner from the main rectory entrance). Parking is available on any of the surrounding streets or in the parking lot on Dakin.

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On nights that you are scheduled to work, we ask that you arrive no earlier than 5:30pm, unless a staff member asks you to arrive at an earlier time. We are responsible for your safety and security; therefore, we need to have staff members on the premises while you are here. Should you arrive before 5:30pm, please be mindful of our neighbors in the surrounding areas of the school and of the priests who live within the rectory on campus.

Our haunt closes at 10pm (Thursdays and Sundays) or 11pm (Fridays and Saturdays). If you are being picked up from your service, please notify your ride that you may not be ready to leave until thirty (30) minutes after closing time at the latest. Accommodations may be made if necessary; please notify Brian Marks before being placed in a position if you need to leave by a certain time.

What You Will Need

In order to volunteer with us, you will need the following items on your first night of service:

- Your 2016-2017 high school ID (a state ID, driver's license, or passport may be substituted if a school ID has not yet been issued)
- A completed and signed copy of the "Authorization for Minor/Child Participation" form
- A completed and signed copy of the "Medical Information and Release Form"

Copies of the Medical Information and Release Form, Authorization for Minor/Child Participation form, and a digital version of this guide are available for download on our website, www.catacombsHH.com. Limited paper copies will be available in the Pope Francis Global Academy lobby and the Saint Pascal Church rectory during normal business hours.

The forms listed above will also be available in the Gold Room on each night of our event. In addition, there will be a computer set up if you have not registered on the website listed on page 1.

Service Hours

Service hours will be granted for each night you volunteer in thirty (30) minute increments. Service hours do not start accumulating until 6:30pm each night unless a staff member asks you for your service prior to that time. If you show up at 6:40pm, your service hours will not start until 7pm – no exceptions.

We will provide you with a service hour sheet to be turned into your school. If your school has a form that needs to be filled out instead, please bring it with you each

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night you work and hand it to the assigned staff member in the Gold Room before you start your service. You will receive it back at the end of each night.

You are responsible for getting any and all of your service hour sheets filled out. All service hour requests must be submitted by Saturday, November 5th, 2016. No exceptions will be made after this date.

Rules

The following rules have been structured to help protect you and give you guidance during your service. Please respect your peers, the staff, and the customers of our event. Failure to comply with any of the rules will result in your removal from your service and all service hours being revoked.

1. Solid black clothing must be worn at all times. This includes shoes and socks. We will have duct tape to cover shoelaces or other small areas of non-black clothing. Any clothing with logos or sayings should be turned inside-out. Anyone wearing inappropriate clothing will be asked to leave.
2. Smoking on Saint Pascal's property is strictly prohibited to anyone under the age of 18. Also prohibited is the use of any open flame (lighters, matches, etc.) in the tunnel.

We have a strict zero-tolerance policy on alcohol and drug use. Anyone caught using any illegal substance will be handed over to the police.

3. Inappropriate behavior – swearing, lewd language, indecent touching – will not be tolerated. You will be removed from the tunnel and dismissed of your services, including revocation of service hours.
4. Leave all valuables at home. We do not have a storage facility for your personal belongings. We are not responsible for lost or stolen items.

For safety and security reasons, we ask that you do not use your cell phones, music players, or any other electronic devices while working in the tunnel. These devices will only deter us if we need to alert you of an emergency.

5. Do not touch the customers for any reason. You are allowed and encouraged to invade their personal space, but if they become agitated, back off immediately.

If you encounter an altercation or contact of any kind, follow the customer or group at a safe distance and notify one of our staff members or security and explain the situation. Never react to or provoke a customer's words or actions.

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6. Your parents do not work here – please clean up after yourself.
7. Costumes and/or face paint are encouraged, but not required. If you would like to use your own items in the haunt, please obtain permission from Brian Marks first.
8. Once you are placed in your position, you must remain there until the end of the night. If you are given a mask or costume, you must keep it on at all times (exceptions will be made for health or emergency situations). If you are given a prop to use, you are responsible for it being returned in the same condition in which it was provided.

If you have any issues with masks, costumes, or props, please notify one of our staff members so we can rectify the problem.

9. In the event of an emergency evacuation, members of our staff will escort you out to the flagpole in front of Saint Pascal School. You must meet at this spot so we can account for all of our volunteers.
10. Always use caution when down in the tunnel. Excitement is normal, but keep in mind that it is extremely dark down there. There are low spots, pipes, and protruding walls/sets – while these items are padded and secured, it is still possible to get hurt if you are not careful.
11. Do not kick, punch, or otherwise damage any of the walls, sets, or props. If you are caught doing voluntary damage to any of our property, you will be removed from the haunt and not allowed back.
12. The lighting and props in each room have been set the way we see fit. Please do not adjust or touch any of the items in the room to which you are assigned. If something is not working properly, please inform a staff member.
13. You will get a 15-minute break about halfway through the night. We ask that you do not leave your spot, as we generally have customers to send through immediately following this break. If you need to use the restroom, do not leave your spot on your own. Inform one of the staff members and we will do our best to cover your spot in your absence.
14. If, for any reason, you witness an injury to a customer or another volunteer, notify the nearest staff member and explain what happened immediately.
15. The most important rule is to have fun. This is a great way to earn service hours, give back to the community, and enjoy time with your peers.

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After The Haunt

On each Saturday night (October 14th, 21st, and 28th), we will provide pizza and drinks to our volunteers as a way of saying, “thank you”. If you are being picked up by someone, please ensure they come thirty (30) minutes after the haunt closes to allow you time to enjoy the food.

We will have incentives throughout the run – in addition to the service hours you earn. These incentives will differ each night, but are another way for us to thank you for the hard work each of you do for our event.

Throughout the year, we hold special events for our Teen Volunteers. There are no service hours involved, but we believe in team building and personal development. We have setup a Facebook page, [facebook.com/groups/hauntedhouseteens](https://www.facebook.com/groups/hauntedhouseteens), for those of you who are interested in being involved after the event closes each October.