



Our mission

We will strive to provide the best, most exhilarating game play in our Region. We will be a place where teams, co-workers, and friends can build healthy relationships while having fun.

We will strive to be a place where honesty, hard work, and integrity are held in high regard.

We will be promoters of the sport, fair play, and teamwork.

We will provide a place that is safe and fun for the newest players in the sport to enjoy learning from the best in the sport. We will build a reasonable, reliable income for our owners and staff, while creating a fun safe place to enjoy the sports of Paintball and Airsoft.

Values

Safety

Honesty and Integrity

Excellence through and continuous improvement

Healthy lives and communities

Fair play

Teaching and learning

Nature and our environment

Staff resources

There is a staff Information board on the west wall inside the White building.

Staff resources including info sheets and health and safety documents can be found at www.AdrenalinePaintball.com/staff

Hosting

Staff should arrive 1 hour before the groups start time. It is very important to be on time. Groups often arrive 30 minutes early, sometimes an hour early. If you're late somebody else has done a portion of your job for the day. The day is finished when all the required cleanup is done and the last customers have left. If you leave early be aware that somebody else will be doing the hardest part of your job for the day.

Cell Phones are not for personal use while you are working with our customers on or off the field. Staff are encouraged to carry their phone as it could be a valuable tool in an emergency on the field. The customer perceives that texting or emailing is more important to Adrenaline than giving them our full attention and creating a great experience for them.

2 way radios **MUST** be used by everyone for communication between referees and to report an emergency. Take a radio and check it at the start of your shift.

Lunch often has to be taken with your group. You are paid for your Lunch time. Lunch is not provided, bring your own snacks. Pop, Gatorade and chocolate bars are \$1, water is free. There may be times that you may get a quick break between rounds, but there is no scheduled break time. You are entitled to a break every 4 hours, sometimes finding a time to take a break is tricky, especially if there are full day groups. We would prefer that you don't take Smoke breaks at all during your group. Smoking near or under the pavilion areas with your group is strictly prohibited. Try to fit one in before and then after if you have to. Groups usually run 4 or less hours, so you are not entitled to a "smoke break" during your group..

Please be aware that we can never leave kids alone in their tent with guns present. If you are leaving the tent for a washroom break or another reason you must inform the parents that you are leaving, and that they are in charge. If you don't trust the parent or are not confident in their abilities please radio for help.

Hosting is an important part of the Adrenaline experience. It is very important to remember that your players may only play paintball once a year, or once in a lifetime. If they miss a game it might be 10-20% of their whole lifetime Paintball experience. It is easy to get tired and miss the little things that happen throughout that day, lessening the experience for your players. Your first priority is safety, but your job is to make the day fun and memorable. You should strive to ensure your group has the best that we have to offer. The best guns, tables, paper towels, missions, paint, etc.

Hosts should only have conversations about the games and activities of the group they are hosting. This includes conversations with the participants, staff and anybody else. If it isn't about your group's day, they should not hear you talk about it. Please do not talk about your last tourney, how good you are, the time you did, blagh blagh, how much you shoot, how much you spend on gear, last night's party, or your personal life.

Each host should talk to each and every player in their group every day. Hosts need to recognize what type of promotion and conversations are appropriate for their group. Some people need to have Big Games promoted to them and some need to know that they can have their own private group with as few as 10 players. Learn how to identify these people and promote properly. Always ask whose Birthday is next. Remind them to ask for you by name.

Rental groups from work or similar Groups should have private parties promoted. If a group contains a lot of owners then big games and walk-ons are important, each type of player has different potential. Don't talk a high paying private group into coming to BYOP next time and it might be counterproductive to promote Owner pricing to the wrong customer. **DO NOT** promote Airsoft to Paintball groups, ever. **DO** not use this as a platform to promote your personal favorite type of paintball.

It is important that every host follows the guidelines and rules for each individual scenario. Scenarios are well designed, they play to maximize fun and paint usage for your group. Playing your own private version may confuse your hosting partner and might make you both look less

professional throughout the day. Just because it is fun for you doesn't make it fun for an 11 year old that's only playing for the first time today. Stick to the script

We use the Web and Facebook to communicate and to dispense important communications. You don't get paid to read it, but you are expected to keep up to date anyway. Liking the company posts is very important. Bumping Paintball posts on forums is critical.

Start the day.

Know your groups organizer's name and the name of the Group. Know what tent is yours and have it ready. Have 2x the number of goggles ready. If there is wait time, show your players how to fill their tanks. Doing a brief safety and letting them target practice keeps them busy and helps prevent boredom. Have the teams made or have the colors ready, as soon as the safety speech is done, or before. Getting the game started as soon as possible is the key to having a great day and selling a lot of paint. We can't wait for that one last guy to show up. Assure the organizer that the registration staff will greet the late comers and make them feel at home while they get them ready to join the games in progress. Take an extra gun out with you if there are enough so that if one fails you can keep that player playing.

There are times when we have two refs per group. One ref should each take a side and make the games competitive, do a little coaching and encourage your side to be aggressive. If they are playing like pros by the time they get done you'll be the hero. You might choose to keep score; you'll often need to change the teams around if it's uneven.

It's best if you choose the teams. **Never**, ever play one family or group against another. ALWAYS mix them between red and blue. Often the best 4 or 5 players will line themselves up on the same team. As you hand out the armbands tell them that you'll change the teams regularly so that everyone will get a chance to shoot each other. That way if you need to change the teams after a few games everyone will think it's just part of the day.

Most people will not complain, it is your job to know if the gear they have works and if they are happy without them having to say so.

Towards the end of the first couple of rounds one ref should watch the exit for barrel socks. Let the players know that after this game we'll be reloading and heading right back out. Try to have a quick turnaround between games, then take a little more time between scenarios. Half day groups need less rest time than the full day groups. Your most vocal players may be asking to slow down but most of the group wants to play paintball. Be careful to follow the instructions of the organizer, but stay one step ahead of your group. You should not have to ask them where they want to play. That scenario might not be available. It's like golf you play the next available hole. You decide and make it seem like that's the way it's always done. Full day groups might wish to take a bit longer between scenarios.

Tanks need to be filled when they are empty or after 400 shots. Tank filling can take up a huge part of your group's day. Avoid letting players fill often to avoid running out, try to keep track of what they have shot

Your group needs to finish on time. This is another reason to have them tired out by the end of your session. Keep them going; a quick turn around between the same scenarios is the key. You may be able to play a scenario both ways without coming in, so have your players keep some paper towel in their pockets. Consider taking a spray bottle on the field with you. Don't leave a dead box full of stuff, you never know when another group is coming in to take that space.

It is important to follow the company rules in regards to mixing players and telling prices. Sometimes it might seem ok to mix, match and play along. It is not.

Staff does not play with Private groups. (They pay a lot extra) If groups play together do not play one group against the other.

Leave your last dead box clean

Do not take cash for paint.

Do not sell your gear to your group.

Do not quote pricing to your group.

Do not Mix Groups

Do not get stuck fixing gun owners gear while your group waits, lend him a rental free and keep playing

Be there for the last half of your group's safety speech

Do not pick teams by assigning captains and having the players choose if you can avoid it. This is very important

Finish the day with an Unlimited Rejuve game. In the town if possible. Renters should not have paint left at the end of a day. If they do, there is a problem. Ask Greg how to fix that problem.

You are responsible to make sure that your group:

- Is greeted at Registration.
- Organizer is identified and you introduce yourself.
- Has water, paper towel and good paint.
- Has every gun checked at the crono before play, rentals can be checked throughout the day.
- Your group has the best possible equipment for the day.
- Know how to play every scenario.
- Gets their goggles fitted
- Gun owners Crono RIGHT AWAY. Note: if someone in your group is shot with a hot marker (over 300 fps) you will have to fill out a "serious incident report"
- Know when the important dates and times are at the park.
- Know your groups pricing but refer them to the registration desk for pricing.

Morning set up

Clean up and tidy the registration area as the customers may be there in minutes.

Pick up any garbage spilled by animals.

Help Set up the registration area.

Check washrooms

Set up tents. Note: every hole on each tarp must have a cord.

Check back tent

Nets up

Put the Crono out.

Paper towel, water and spray bottles out

Soap out for anti Fog

Put out guns and goggles, Lots and Lots of goggles.

Get group assignments.

Field walk for dead animals and fallen trees and branches, report any issues to Management.

Greet your group when they arrive if at all possible.

Direct them to their tent.

Make sure that all Gun Owners have Crono'd. (Assume they don't know how.) Help your group crono and get them orientated at the tent.

Get the group's tanks filled before the safety speech if possible.

If the group is waiting or if it's cold or crappy then do a mini safety speech and have them test fire their guns..

Watch for barrel socks.

Stay with the group through the safety speech.

The group needs to start no less than 5 minutes after the end of the speech

Garbage

It is very important that the garbage is sorted correctly, you will be asked back to work more often if you do a good job with the trash. **There are always lots of gloves available.** Please ask if you don't know where they are.

There is garbage and recycling. Recycling goes in clear bags, if they are mixed, the garbage man will not take the recycle. If the garbage is full of recycling it costs A LOT extra

If your group leaves mixed garbage behind be sure you're the one to sort it! No food in the garbage cans overnight.

Recycling

Cans empty, Bottles without tops (empty) tops are garbage, Spent 12 grams, Metal

Garbage

Paper towel

Armband0 tape, coloured plastic paint bags, Chip bags, Food wrappers, Goggles, Hoppers, Clothes and other garbage

First Aid and Emergencies

All injuries, no matter how small, need to be reported to the park manager the day of. Serious injuries need to be documented by describing exactly what happened within 45 minutes of the end of the incident.

The 911 address to the park is posted in the AMMO shack, but you are responsible for knowing it from memory, in case you or someone around you needs to call 911.

It is recommended that you take a first aid course, and be aware of your rights and responsibilities once you have taken the course.

The term "**Cease Fire**" is used to mark a medical problem on the field ONLY USE THE TERM "Cease Fire" in that context

Training

After you have had some experience you may be asked to train newer staff. It is important that you understand how you should be training new staff to do new tasks. If you are not sure how a task must be done, it is imperative you ask before you begin training someone else.

The five step training program should be used whenever possible.

1. Demonstrate what needs to be done from start to finish; more than one demonstration is often necessary.
2. Demonstrate along with an explanation of what's happening; show each individual task that makes up the Whole job.
3. Allow the new person to attempt the task and provide instruction for each task as or before it happens. This can be repeated as long as is necessary, it might be necessary to go back to step 1.
4. Once the task can be performed without prompting, leave the trainee alone returning within 15 to 30 minutes to see that things are going well. Continue to check on the trainee as often as necessary. It is important to catch errors in routine before they become habits
5. When the trainee returns for the next shift, have him/her perform the same task to ensure that there are no questions left unanswered and that the routines get started in the correct manner.

Referee start up check List

- Please take your temperature before coming to work. Do not come to work if you are symptomatic for covid or other contagious conditions.
- Look at the schedule upon arrival at the park
- Check pricing and specials for the day. (Do not quote prices to your group).
- Inspect parking lot for garbage and clutter.
- Check the washroom and inspect the sinks.
- Inspect playing area for safety and cleanliness.
- Put out waivers and pens.
- Check to insure that the previous shift has put away the following items:
 - Social distancing lines and barriers in place?
 - Hand wash and sanitizers in place?
 - Clean guns? Crono guns for kids groups.
 - Clean goggles?
 - Crono's out
 - Referee box
 - Air system works as it should
 - Game Prop's

REPORT ANY DEFICIENCIES TO THE MANAGER!

- Check the air pressure, start compressor if needed (only if qualified)
- Ensure that the cooler is cleaned and has ice
- Prepare to receive customers.
- Set Out rentals
- Set out enough goggles (2 x expected number of players)
Check radio communications (You should have your own)
Broken goggles should go on the broken goggle shelf.
Set up paper towel and water stations
- Provide safety instruction to the group before you start (only if you are qualified)
- Welcome each customer; ensure that any late comers have received proper instruction.
- Check to ensure rental gear has all been returned
- Report players that are leaving early to registration by name if possible.
- Be sure that customers do not put dirty goggles on the clean rack.
- Handle gun problems personally DO NOT send people to the front if you can help it.
- Insure that all broken guns are cleaned, disassembled and tagged

REPORT ANY DEFICIENCIES TO THE MANAGER!!!

End of Day

- Ensure that all goggles are cleaned (should be washed with soap, rinsed with clear water and well shaken)
- Markers should be cleaned including barrels, and hoppers, and put back on the shelf. The barrel must come off every gun and be inspected. Markers need to be oiled.
- Ensure all Co2 tanks are filled
- Inspect playing field, washrooms before leaving
- Ensure garbage is sorted and looked after before leaving
- Ensure that the parking lot is clear of clutter
- Check the sink and washrooms, Crono's in, nets down, doors locked
- Help registration staff clean up and put away the merchandise and supplies
- All Prop's are back at the registration area.
- If you are the last to leave close and lock the gate.



All Associates are responsible for safeguarding and preserving the assets of the Company.

All Associates are responsible to report unsafe conditions or equipment to Management.

All Associates are responsible for treating each other and our customers with dignity and respect.

Be positive with customers and co-workers even if you are having a bad day. Keep any `venting` off the field. Take a moment to go away from others. Your mood can influence everyone you come into contact with; challenge yourself to be optimistic.

Alcohol and prohibited drug consumption or being under the influence of such substance during working hours is prohibited.

All staff are responsible. to do a self evaluation including taking their temperature before coming to work.

We believe that all Associates want to do well and make a positive contribution to Adrenaline. However, there are times associates experience difficulty in meeting performance standards and need more focused coaching and guidance. In such cases, you and your manager will develop an action plan, which will clarify expectations and provide you with an opportunity to respond and improve.

This confirms that I have read and fully understand the Adrenaline Employee Handbook and have received a copy.

Associate Name: (Print) _____

Address: _____

Phone Number: _____

E-Mail Address: _____

Associate S.I.N.# _____

Associate D.O.B. _____

Associate Signature _____ Date: _____