



March 2024

To whom it may concern,

The Safety and Security of our guests and associates is our number one priority and we have a dedicated team of Safety and Security professionals to achieve this standard. Canada's Wonderland has a comprehensive Emergency Action Plan in place. We work with local Police, Fire and Paramedic services in planning and development of the program and we conduct joint exercises to test response to various situations.

Canada's Wonderland's First Aid Centre is in Medieval Faire near Spinovator and is staffed by certified Emergency Medical Responders and Technicians. Technicians must be licensed and employed with a City/Regional paramedic service to work in the First Aid department at Canada's Wonderland.

Canada's Wonderland has publicly accessible defibrillators at washrooms located through the park, Guest Services at front gate and the First Aid locations. Defibrillators are also on all First Aid and Security vehicles.

Canada's Wonderland has medical equipment storage and refrigeration facilities for Guests with medication at First Aid. If a guest requires immediate medical assistance while in the park, they can notify any park associate to call for a First Aid team to be dispatched to their location.

The Security Department at Canada's Wonderland is staffed by professional Guards and must be licensed by the Province of Ontario. The security staff are required to complete approximately 50 hours of additional training on Canada's Wonderland policies and procedures to ensure an effective team.

All guests arriving at the park go through a metal detection system to ensure the safety of everyone. All bags, purses, backpacks, waist packs etc. are subject to inspection prior to entering. Canada's Wonderland asks all its guests to honour its [Code of Conduct](#). Any violations of the Code of Conduct should be reported to the nearest Canada's Wonderland associate, Security Associate or text 289-536-4004.

We thank all guests and associates in advance for their cooperation in keeping our park a safe place to play and work.

Sincerely,

Brian Birtley
Director, Loss Prevention and Admissions