

Gourmet Pawprints® Covid Safe Guidelines

This document is current as at 22 Nov 2020 and in affect from 23 Nov 2020.

*Should you have any questions please get in touch with us we are happy to help:
woof@gourmetpawprints.com.au*

1. Overall requirements for our team, guests and vendors

- Covid19 Symptoms
 - All guests will receive a “Getting Ready” email which will specify;
 - The health and wellbeing of all our guests and team is very important to us. If you are experiencing any of the following symptoms please email woof@gourmetpawprints and stay at home and follow the latest [DHHS](#) advice.
 - Fever
 - Sore Throat
 - Cough
 - Chills or sweats
 - Shortness of breath
 - Runny Nose
 - Loss of sense of smell or taste
 - Guests who display these symptoms whilst on a tour or during an event will not be able to continue and will be given transportation home or their vehicle.
 - We will ensure the Taxi is able to take the guest’s dog/s or make arrangements for another friend/family member to meet the bus and collect the dog.
- Social Distancing
 - A specific seating plan for bus travel will be done for each tour and will allow for social distancing
 - Outdoor activities will require all to maintain social distancing of 1.5m from people outside of a person’s household
- Hygiene
 - A plastic tub will be on Bella the Bus with hand sanitiser, disposable gloves, zip lock bags, disposable face masks and disinfectant spray for team and guest use
 - Hand Sanitiser will be provided and must be used prior to entry onto Bella on every occasion
 - The Gourmet Pawprints® team are required to use hand sanitiser before commencing each procedure listed in the Team Procedures Manual, touching guest bags, dog leads and shared equipment.
 - All guests and team members must wear a fitted face mask whilst on board Bella The Dog Welcoming Bus however these are not required whilst outdoors when social distancing can be maintained.
 - Guests must bring a face mask on all tours
 - Not permitted: face shields without face masks, scarfs or other items which can easily fall off
 - Team members will be required to have hair tied back to avoid touching face.

- Face masks can be removed for eating or drinking
- The team members may choose to wear disposable gloves however they are still required to hand sanitise whilst wearing them.
- We require all guests and team members to use disposable gloves when using public bathrooms
- Used tissues and/or napkins will be disposed of firstly in a zip lock bag
- Accredited Infection Control
 - The team members will have conducted an Infection Control course approved by the Australian Government Health Department prior to the first tour.
- Photos
 - The team members will not be able to take photos using guest phone/cameras and we request that you do not share your camera/phone with others outside of your family group.
- Shared Equipment
 - Picnic baskets will be sanitised prior to guest use
 - Guests will receive a new complimentary acrylic wine glass for tours where there is a picnic basket
 - Team lanyards, name tags, treat bags and spare lead will be sanitised prior to use and stored in a zip lock bag with the team members name on it
 - Team will provide hand sanitiser wipes to guests who require a water bottle to wipe the bottle
 - All dog seat covers, dog seat belts, shared/borrowed equipment, blankets will be washed as per the tour preparation guidelines
 - Guests will be provided with zip lock bags to place any used tissues, sanitiser wipes or serviettes.
- Cleaning of Bella the Bus
 - Cleaned using hospital grade disinfectant and hot water prior to every tour. The cleaning includes all metal, glass, fabric and floor surfaces. Seats are vacuumed and then wiped over with hot water and disinfectant.
- Venue Covid Safe Plans
 - The Gourmet Pawprints® will confirm all venues and vendors we visit or get supplies from have a Covid Safe Plan
- Contact Tracing
 - All guests will be required to provide email and telephone number
 - We prepare a guest list for each tour and a specific seating plan
 - Access to Bella's storage yard will require recording team in a form located in the uniform cupboard

2. Procedure: Experience Delivery

The following guidelines are in addition to our Operational Procedures detailed in the Gourmet Pawprints® Team Procedures Manual v1.4 issued on 11 Sept 2020 and further to the information provided in section 1.0 of this document.

Processes:

1. Tour preparation
2. Tour readiness

3. Check In
4. Socialising
5. Boarding Bella
6. Overview of tour
7. Personal greeting
8. Exiting Bella
9. Movie and massage
10. At venues
11. Return Journey

Overall

- Recommend changing face masks every 4 hours
- Face masks are required whilst on board Bella The Dog Welcoming Bus however they are not required outdoors when social distancing can be maintained
- Hair to be tied back to avoid touching face
- Face masks can be removed for eating or drinking
- Wash hands as frequently as practical given bathrooms are spaced out over the day
- Team are required to use hand sanitiser before commencing a new activity, touching guest bags, dog leads and shared equipment
- Sanitise hands before entering Bella the Bus

Tour Preparation

- Sanitise hands before entering Bella Storage area and Bella the Bus
- Wear disposable gloves whilst cleaning Bella the Bus

The following surfaces must be wiped with disinfectant wipes prior to touching;

- Padlocks to access storage yard
- Doors to access GP HQ and treat preparation areas
- Keys
- Tables
- Cupboard handles
- Fridge handles
- Taps

Tour Readiness

- Equipment wiped down with sanitiser wipes prior to using, including:
 - Treat bags
 - Clipboards
 - Lanyards
 - Pens
 - 2 Way Radios
 - Spare leads
 - Vet Maps
 - Name Tags
- Before guests board Bella the bus is sprayed with disinfectant spray- metal seat areas are wiped down with sanitiser wipes

- Guests must provide their own water bottle
- Refilling of guest water bottle is via the large containers which Gourmet Pawprints® team will assist with and the outlet of the container is not to touch the water bottle when refilling

Check In

- Maintain social distancing while greeting guests
- Ask guests if their dog has had any issues with face masks
- Ensure interact with dog by being on their side not in their face or over the top of them
- Confirm guest has face mask and water bottle

Socialising

- Maintain social distancing
- Have hand sanitiser available
- Explain Covid Safe Guidelines to guests

Boarding Bella

- All guests and team must use hand sanitiser before boarding. Available next to stairs

Overview of tour

- Confirm guests are comfortable
- If fruit basket is applicable on tour, it will be either bananas or mandarins which can be peeled
- Water bottles will be handed out with guests offered disposable wipes to clean the bottle neck

Exiting Bella

- Take the dog's lead from the guest and ask the guest to exit
- Hand the dog's lead to the guest - not to the dog carer

Movie and massage

- After guests collect their dogs, spray the bus with disinfectant spray and wipe metal seat areas

At Venues

- Advise guests of any Covid Safe specific guidelines for each venue

Return Journey

- Wine purchases to be handed to guests by Dog Carer rather than collecting their own from the storages boxes

3. Tour Specific Guidelines

The following guidelines are in addition to the above

Applicable for

Doggy Picnic Adventure, Doggy Walking Tours, Urban Explorer, Doggy Treks

- Wipe sparkling bottles
- Offer guests hand sanitiser before handing them food or drinks
- Before use:
 - Esky is sprayed with disinfectant
 - Cooler bags are sprayed with disinfectant
 - Cooler bags are taken to picnic packs vendor and packs put directly into cooler bags
 - Wipe picnic table
 - Wipe ice bucket
 - Spray picnic baskets and blankets with sanitiser spray
 -

Applicable for

Doggy Winery Amazing Race

- Social Distancing
 - 1 person per 4m²
 - All people are to remain 1.5m apart
 - Maximum of 50 people will be able to attend the event
- Hygiene Box
 - A plastic tub will available with hand sanitiser, disposable gloves, zip lock bags, disposable face masks and disinfectant spray for team and guest use
 - Each 'station' will have hand sanitiser available
- Face Masks
 - All guests and team members must wear a fitted face mask when indoors however face masks are not required outdoors when social distancing can be maintained
 - Not permitted: face shields without face masks, scarfs or other items which can easily fall off
 - Team members will be required to have hair tied back to avoid touching face.
 - Face masks can be removed for eating or drinking

Applicable for

Canine Communication Tutor Sessions

- Social Distancing
 - Sessions can take place inside a person's home so long as there are no other visitors on the day of the session
 - All people are to remain 1.5m apart
 - All participants must be from the one household only
- Hygiene Box
 - The tutor will have hand sanitiser available at all times
- Face Masks



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- All guests and team members must wear a fitted face mask when indoors however they are not required outdoors if social distancing can be maintained.
- Not permitted: face shields without face masks, scarfs or other items which can easily fall off
- Team members will be required to have hair tied back to avoid touching face.

4. Guidelines For Safe Use of Disposable Masks

- Sanitise or wash your hands for 20 seconds before putting the mask on or taking it off
- Make sure the mask covers your nose and mouth and fits snugly under your chin, and over the bridge of your nose
- Pinch mask to the bridge of nose
- Do not touch the front of your mask while wearing it or removing it
- Do not allow the mask to hang around your neck or under your nose
- A mask may be worn for up to four hours, or change sooner if it becomes damp, dirty or damaged
- Do not reuse single use masks
- Do not pull your mask up or down to talk, drink or eat

5. Guidelines for Covid Safe Cleaning and Disinfecting

As per [safeworkaustralia.gov.au](https://www.safeworkaustralia.gov.au) and the Gourmet Pawprints Cleaning Procedures, Guidelines and Checklist as stipulated in the Procedures Manual