



## Gourmet Pawprints® Covid Safe Guidelines

*This document is effective from 07 Jan 2021.*

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

### 1. Overall requirements for our team, guests and vendors

- All guests travelling on the bus will be required to advise via email 24 hours prior to travelling if they have visited any of the case location sites listed on the Victorian DHHS website.

<https://www.dhhs.vic.gov.au/case-locations-and-outbreaks>

- 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](mailto: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 via their vehicle at their cost.
    - 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.



- All guests are required to wear face masks when inside a venue
- Guests must bring a face mask on all tours, if they do not have one, they are for sale \$5 per mask.
- Team members will be required to have hair tied back to avoid touching face.
- The team members may choose to wear disposable gloves however they are still required to hand sanitise whilst wearing them.
- Team must abide by food handling standards when handling any food items and wear disposable gloves
- The bus will be sprayed with disinfectant and high touch areas wiped throughout the day
- Accredited Infection Control
  - The team members have completed an Infection Control course approved by the Australian Government Health Department.
- 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.
  - We ask that you do not share your mobile phone with other guests outside of your booking 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 tour on Bella requiring 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
- 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.
  - High touch areas inside the bus will be wiped with hygiene wipes after each stop
- 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

## 2. 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

## 3. 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