



## *The Jump out of Bed Travel Company (JOOB TC)*

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*Enabling fun, healthy and transformative adventures in nature*

### **COVID 19 - PROCEDURES**

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#### Background:

COVID 19 is a highly contagious communicable virus that can be easily transmitted from person to person. The Australian government has implemented restrictions on a national and state basis in order to prevent the spread of COVID 19.

#### The purpose of these procedures:

- 1) to reduce the possibility of a tour guide or guests participating in a tour, whilst infected with COVID-19.
- 2) to minimise the possibility of guests and guides contracting COVID-19 whilst on tour
- 3) to instruct guides what to do if a guest or guide is suspected or confirmed to have COVID-19.

#### Pre-tour procedures:

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#### COVID-19 Policy and procedure guest communication:

All JOOB TC website include a full copy of our policy and procedures.

<https://www.inspirationoutdoors.com.au/covid-19/>

<https://www.waratahadventures.com.au/covid-19/>

<https://www.rottnestkayak.com.au/covid-19/>

All customers must agree to the following condition within the booking form associated with their tour/s.

"In agreeing to the terms and conditions in this booking form, you are agreeing to contact the company if you or anyone within your travelling party;

- test positive to COVID within 30 days of your tour departing.
- display symptoms of COVID-19 but have not yet been tested or received the results of a test.
- have had close contact with a known or suspected case of COVID-19.

If you notify the company as per the above, Management reserve the right to reschedule your tour booking to another departure.

If you display symptoms of COVID-19 during the tour, management reserve the right to remove you from the tour without compensation for lost time."

Guests shall be reminded of this policy as soon as practical whilst on the tour by the tour guide.

"I am required to remind you all of our COVID-19 policy.

By keeping your hand down, you are acknowledging that you;

- have not tested positive to COVID within last 30 days.
- do not currently have symptoms of COVID-19
- have not been in close contact with a known or suspected case of COVID-19 in the last 30 days.
- have complied with the quarantine requirements of areas that you have recently visited.

If we have reasonable grounds to suspect that you have COVID-19, the company reserves the right to remove you from the tour, and take you to the closest medical facility."

### Equipment and resources for tour guides

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All tour buses + the beach set up on Rottnest shall be equipped with;

- Hand sanitiser
- Tissues
- Gloves
- Face masks
- Disinfectant
- Signage

### Pre-tour bus cleaning / checks

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All tour buses shall be disinfected daily using disinfectant spray. Please ensure that the tour bus is displaying the social distancing poster as well as our COVID plan certificate

### Guides COVID-19 commitment

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All tour guides agree to stay at home and not attend work, if they suspect that they have contracted COVID-19. Attending work while knowingly carrying COVID-19 will lead to termination.

### Online training

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All tour guides must complete the relevant state's on-line COVID-19 training program prior to conducting any tours.

### Procedures on tour:

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### Follow physical distancing requirements

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Guides must manage physical distancing on their tour according to the current state requirements, to the best of their abilities.

Guides are empowered to remove a guest who refuses to follow physical distancing requirements, subsequent to 3x verbal warnings.

### Guides to practice and encourage hand hygiene, washing and sanitisation

Guides must ensure that there are regular opportunities within the tour program for guests to wash or sanitise their hands, and encourage them to do so. Particular focus must be made to ensure these opportunities prior to meals.

When preparing or consuming food, guides must ensure that there are utensils available to prevent direct hand contact with food. If a guest refuses to follow hand hygiene, the tour guide must seek a solution with the guest.

### Guides must regularly disinfect surfaces / empty bins

Guides must ensure they are regularly disinfecting surfaces, using an antiviral spray. Bins shall be emptied regularly to ensure that used tissues do not accumulate.

### No unnecessary physical contact with other group members

Ensure ventilation on buses by opening windows and taking breaks at no less than 2 hr intervals.

### No sharing water with guests

Ensure all guests have adequate water for the hike and weather conditions. A couple of spare disposable water bottles will be carried by the guide as a back-up for guests or first aid situations

No group photos are to be taken unless social distancing rules are followed

### Serving morning tea will involve:

1. All guests and guides to wash/sanitise hands before and after MT service
2. Hand sanitiser is to be readily available for all to use
3. Guide will brief the guests on how MT will be served
4. Guide is the only person to handle all MT equipment - they will serve drinks and food to the guests to minimise possible cross contamination of any serving implements
5. MT will be placed in an open area where guest can access it without compromising social distancing rules

### Assistance whilst hiking:

1. Guides are to brief the group at the start of the day to enable guests to stay safe and hike comfortably along the trail

2. Guides can provide verbal assistance and route-finding advice whilst out on the trail
3. Group pace is to be slowed whilst navigating difficult terrain
4. Physical assistance should not be offered during steep or slippery sections unless absolutely necessary
5. Walking poles can be used as a form of assistance and are recommended equipment to carry whilst hiking

### First Aid treatment:

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1. Guide must wear appropriate PPE (gloves and glasses) whilst treating patient
2. Physical contact with the guest must be minimised at all times
3. Use face masks if available in emergency

### What to do if you suspect a guest has COVID-19

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1. Protect yourself. Wear gloves, a mask and practice social distancing as best you can.
2. Put a mask on the guest.
3. Interview the guest to establish **and take notes (essential legal document in case we are sued for removing someone off the tour);**
  - Symptoms?
  - How long they have been suffering?
  - Improving or deteriorating?
  - Possible source of transmission?
4. Quarantine the guest from yourself and the other guests as best you can;

You will need to quarantine your guest as best you can. If you need to transport the guest on the bus with other guests, provide the patient with a face mask from the first aid kit. Disinfect all surfaces, ensure maximum ventilation. Transport the patient in the front of the vehicle, or in such a way to maximise physical distancing.

5. Contact your operations manager. Make a copy of your notes.

### What to do if you suspect you have COVID-19

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1. Don't touch the food!
2. Immediately quarantine yourself
3. Contact your operations manager

### What are the symptoms of COVID-19

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The most common symptoms are

- Fever (88%) \*
- Dry cough (68%).
- Exhaustion (38%)
- Coughing up mucus (33%)
- Shortness of breath (18%)
- Sore throat (14%)
- Headaches (14%)
- Muscle aches (14%)
- Chills (11%)
- Nausea and vomiting (5%)

- Stuffy nose (5%)
- Diarrhoea (4%).

Running nose is **not** a symptom of Covid-19.

\* The percentages are the proportion of confirmed patients who displayed the particular symptom.

### How is COVID-19 spread

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The research suggests that the vast majority of COVID-19 transmissions occur from contact with "droplets" of bodily fluid, as opposed to "aerosol" i.e. coughing/ sneezing.

Once in contact with bodily fluid, the virus enters the body through the eyes, nose or mouth. You cannot absorb the virus through your skin.

EMPLOYEE SIGN OFF:

I, \_\_\_\_\_ agree to abide by the procedures above to the best of my ability, and in accordance with the JOOB TC COVID-19 policy.

SIGN: \_\_\_\_\_ DATE: \_\_\_\_\_