

This document identifies the risk of transfer of the COVID 19 disease whilst attending an Alpaca walk at Abbotts View Alpacas.

Risk: A guest with Covid 19 could attend and infect other guests and staff through airborne transfer.

Action:

- Advise guests, before attending, and on arrival, that if they have, or have been in contact with anybody who has, been diagnosed or had symptoms that they must not attend.
- Advise guests to enable the Apple and Google contact tracker app on their phones.
- Advise "high risk" guests that they must not attend
- Advise guests that every household group must maintain the correct social distance from other groups.
- Advise guests to advise us if they are ill within 7 days after visit. Edit the post attendance email that is sent to customers to ask this again.
- Staff and guests to wear face coverings if they wish.
- Guests to advise us in advance if they are forming a 'bubble' with another booking.

Risk Disease spread from surface contact.

Action:

- All gates to only be operated by our guides
- lead ropes to be used by only one person and washed between uses
- door handles in wash rooms to be cleaned between groups
- Install hand wash stations immediately outside the toilets. Place signs on the toilet doors instructing people to wash hands BEFORE entering the toilets which will help ensure the toilets remain uncontaminated.
- Remove the swing top bins in the wash rooms and install bins with pedals so guests do not touch the bin lids with hands.
- Soap dispensers and taps in the toilets are already touch free.
- Visitors remain in their cars until verified they are symptom free and then invited to proceed immediately to hand wash stations.
- Visitors pre walk guidance to be updated accordingly

Risk: Disease airborne in the toilets from faeces and urine. There is evidence to suggest there is a risk that an infected person's faeces and urine can spread the disease.

Action:

- Create sign in toilets to instruct guests to urinate sitting down only. This will reduce risk of urine splash on any surfaces. Also, to only flush the toilet with the lid down to reduce the risk of faeces or urine particles entering the atmosphere.
- But above all, ask guests to ensure that they are symptom free and have not been in contact with anybody symptomatic or diagnosed before attending.

RISK: Evidence suggests that loud verbal communication increases risk of airborne transfer.

Action

- Staff and guests advised of the risk and advised to wear face coverings.
- Staff to give instructions from at least 2 Metres away.

RISK: Cafe and shop , drinks and cakes. risk of cross contamination

Action

- The cafe/shop barn will not be open. No persons will be allowed inside. Instead, a small table of produce will be available to view outside. This will minimise airborne contamination/transfer.
- One household at a time to order from the table.
- No touching of produce, drinks or food and until instructed to collect your order.

- Drinks and food will be packaged for a take away service.

Risk: transfer on animal coat

People normally feed and stroke the alpacas, sheep and goats during a visit. There may be a risk that covid 19 could be present on an animal's coat if it has been in contact with an infected person.

Action:

- No sheep, goats or ducks interaction will take place. Only Alpaca
- All interaction will be supervised by a guide.
- Guests to be advised they may touch alpacas but there is no useful evidence about disease transfer on animal coats. So, the risk is seen to be minimal according to the data available for other species and fabrics but caution should be exercised.
- Install hand sanitisers at entrance to male alpaca areas and instruct guests to sanitise their hands before taking a lead and entering the alpaca walking track and again at the end.
- Install hand sanitisers at entrance to female alpaca areas and instruct guests to use it before and after entering the paddock.
- Separate female Alpacas into two paddocks so that AM and PM contact is with different animals.
- All guests to maintain social distancing.

Risk: Zoonotic transfer from animal to person.

Alpacas: There is no evidence that alpacas can carry COVID 19. In fact there is evidence that Camelids are immune to COVID 19 and research is underway as to how their antibodies may present a cure.

Sheep: There is no evidence that sheep can carry COVID 19 but also no evidence that they can not.

Goats: No evidence available.

Ducks: No evidence available.

Action:

- Sheep, goats and ducks will not be part of the experience during the pandemic
- Male alpacas will be led on a lead rope that is at least 1 metre long, customers will be advised not to touch the alpacas or the head collars. Lead ropes will be washed between users. Guests to sanitise hands before and after the walk.
- Female alpacas will be fed using scoops rather than hands.
- Guests advised to sanitise hands before entering the female alpaca paddock and to avoid touching alpaca fleece and to ensure hands are washed or sanitised both before and after animal interaction.

Outputs

1. Install hand sanitising stations at: entrance to alpaca boys area, entrance to alpaca girls area, entrance to toilets.
 2. Ensure toilets are cleaned and sanitised before each group arrives.
 3. Install signs to highlight hand sanitising and washing points
 4. Purchase extra lead ropes so that we have 1 freshly washed lead rope per guest
 5. Purchase trays for feeding alpacas
 6. Create guidance doc for staff (see below)
 7. Created guidance sheet for customers (see below). Email it to them in advance and ask to confirm they are symptom free and that their contact details are up to date and correct.
 8. Retain guest contact info so if any guests, post visit, have symptoms or get diagnosed then we notify all guests who attended the same day or up to 72 hours after.
- All staff to self isolate and visits to be cancelled for 14 days.
9. Provide face coverings for staff

Staff Guidance

PPE: Staff are advised to wear face coverings. This is to protect you in the event that you need to intervene with a customer's alpaca and become within close proximity to the customer. Mask can be removed when not in close proximity.

Do not wear gloves. There are plenty of hand wash stations. Regular washing of hands is preferable and a lower risk than wearing gloves.

Alpaca walks will be exclusively for walking the alpacas. Do not include Sheep, goat or duck feeding in the visit for which there is very little data.

Be mindful of social distancing especially when speaking at high volume.

Before guests arrive

- Clean handles of toilet doors.
- Ensure all hand wash stations are stocked and operable
- Prepare washed leads and a bucket for collecting them after the walk
- Put alpaca feed into the disinfected feeding trays and prepare a bucket for collecting them.
- Prepare display table/shop outside with a selection of products (for viewing) and drinks and cake. Cake to be placed in see thru bags. Contactless payment only. Place social distancing (wait here) sign 2 meters from table.
- Prepare the waiting area so each household can listen to the pre walk briefing and maintain social distancing. Maybe use chalk circles on the concrete if appropriate.

When guests arrive

They should wait in their cars until you invite them to exit.

Approach their car and ask them to confirm that neither they nor anybody they have been in contact with has been diagnosed with Covid or had symptoms within the last 14 days.

Assuming they confirm this you can then invite them to exit their car one car at a time and instruct them to proceed straight to the hand washing facility to wash their hands (before entering toilet) and, if not already done so, to read the guidance and then to stand in the designated area with their household(s) maintaining a 2 metre distance from other households.

Once all guests are stood within their household bubbles give the following information (in addition to the usual information).

- they will be provided with a washed lead. Please keep it in your family group
- listen to your guide at all times who will point out the hand sanitising points.
- Maintain the currently advised social distance from other family groups at all times.
- Do not open or close any gates. Your guide will do this
- Do not touch any fences
- Unfortunately there will be no sheep, goat or duck feeding or stroking

At the start of the walk

- Explain that each household/bubble will be provided with their alpacas one group at a time. Once they have their alpaca they should then make their way onto the walking track leaving 2 metres from the group in front. The fence posts around the farm are 2 metres apart and can be used as a guide. Also an alpaca is 2 metres long!
- Ensure you have a spare lead on you in case you need to remove an alpaca from anybody.
- Explain that unfortunately there is no data on covid 19 and alpaca fur so please exercise caution when touching your alpaca. Make sure you wash hands before and after the walk.
- Explain the lead is for their own family group. Do not swap leads.
- Explain guests must not touch the animals head collar

- Invite each family bubble, one group at a time, to sanitise their hands and enter the holding area to take the lead of the alpaca you provide and to make their way along the track and wait.
- Repeat for the next bubble and ask them to stop 2 metres behind the group before them.
- Once all groups are ready ensure a staff member is at the front and back of the walk. Possibly with additional staff between groups if there are many small groups.
- Proceed with the walk.

During the walk

- Remind guests, as necessary, that they should remain 2 metres from other groups.
- Ensure you are 2 metres apart
- If you need to intervene with a group at close proximity wear your face covering.

At the end of the walk

- Invite guests to place their lead into the bucket you provide
- Ask guests to use the hand gel provided

When feeding the girls

Invite guests to sanitise hands before entering the girls paddock.

Explain that Feeding of Alpacas must be done using a provided disinfected tray. Please do not use your hands. Alpacas won;t like the smell.

Explain to guests that feeding trays have been disinfected and are to be used by one household only. Invite them to take a tray(s) one household at a time.

Explain trays must be placed in the bucket you provide after use.

Ask guests to use the hand gel provided before and after the animal interaction.

Ask guests to return to the car park area and one group at a time must wash their hands. Also that they can place an order (one family at a time) for food & drink takeaway at the temporary outdoor shop/table.

When doing food and drinks

- Wear face coverings
- Place the 'wait hear/social distancing sign' 2 metres from the table.
- explain guests must approach the shop/table one household at a time to place their order for drinks and cake.
- Drinks and cake will be placed on end of the table for them to collect
- If they wish to purchase items they will be provided from stock (not the display item)
- Any produce touched by a guest must be removed and quarantined for 72 hours.

After guests leave.

Any crockery and cutlery to go into dishwasher

Clean toilets and handles

Place scoops in disinfectant

Get out fresh leads for the next walk.

At the end of the day

All leads and halters to go in the washing machine

remove scoops from disinfectant, dry and put away

Guest Guidance (to be printed and displayed in a prominent position and emailed to guests prior to arrival).

Before you arrive - *Think about your health and risk*

If you are categorised as a 'High Risk' you must not attend. Please let us know as soon as possible and you will be refunded.

If you have been symptomatic, diagnosed or near somebody diagnosed with covid 19 within the last 14 days please do not attend. You will be given a full refund

If you become ill within 7 days of attending please inform us so that we can inform other guests

- Please ensure that you have provided your correct contact details. Your details will be used to contact you in the event that it is later discovered that a COVID positive person was attending the same day as you.
- You must advise us, **before you arrive**, if you wish to form a bubble with other people that have booked separately to you and will be forming a household bubble. Each bubble can have a maximum of 6 households
- Children must be well supervised at all times to ensure social distancing (and all this guidance) is adhered to.
- Face coverings: Our guides have been advised to wear face coverings (if they wish to do so) to protect you and themselves. They may from time to time need to assist you with your animal which can result in close proximity. If you would like to use a face covering too then please do.
- Hand washing and hand sanitising stations have been installed. The hand sanitiser is 80% alcohol. Please be aware you will be required to use it so those with skin conditions or allergies to hand sanitiser should not attend.
- Do not wear gloves. You will be washing/sanitising your hands frequently.
- Wear sturdy shoes. You will have to walk over a disinfectant mat. The disinfectant can stain.
- Our staff have been advised to wear face coverings. We advise you to also wear a covering. Wearing of a face covering is a personal choice and is not mandatory for staff or guests.

When you arrive:

- On arrival please remain in your car until invited to exit by a member of staff. You will be asked to confirm that everybody in your party has read these guidelines and are symptom free.

 - You'll be asked to proceed directly to the hand washing facilities and wash your hands straight away and await the briefing.

 - Stay in your family/household group at all times and maintain social distance from other groups. The fence posts around the farm are 2 metres apart.

 - Use the hand sanitising points along the walk as instructed

 - Ensure that you walk over the disinfectant mat

 - You will be provided with a lead that has been washed. Please keep hold of your lead and do not share it with anybody outside your household. After the walk, please place it in the bucket provided.

 - Please converse quietly. There is evidence that loud communication carries a higher risk of airborne transfer.

 - You will no doubt want to touch your alpaca. Please think carefully about the risks. At present there is no evidence available as to whether Covid 19 can be present on, or for how long the virus could be viable on an alpacas fleece.

 - You will be invited to feed the alpacas using a tray which will be provided. (please do not use your hands). This will be demonstrated by your guide. The trays have been disinfected. Please place used trays in the bucket provided by our guide.

 - We normally also feed our other animals (sheep, goats and ducks) on a visit but at this time these animals will be out of bounds.

 - Please do not touch fences or gates unless instructed otherwise.

 - The cafe shop will be closed but a small outdoor shop will be available on a table for limited merchandise. Please do not touch display merchandise but indicate to the staff any items that you would like to purchase and it will be provided from stock. Refreshments and snacks are for take away consumption. Please approach one group at a time to order your takeaway cake and drinks. Contactless payment only please.
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