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# COVID-19 MANAGEMENT PLAN

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Lou's Place Barossa Valley



Lou's Place Barossa Valley  
1876 Barossa Valley Way  
Rowland Flat

Monday 23 2020

*A Message from the Managing Director*

Dear valued Lou's Place guest,

The following document is an overview of Lou's Place's response to the Coronavirus (COVID-19) outbreak.

As restrictions ease across Australia, we continue to implement our management strategies with the utmost care. We would like to take this opportunity to reassure you that we are committed to providing our same high-quality services in a safe and managed environment.

The support of our community over the past few months has allowed Lou's Place to become a respected part of the Barossa Valley foodscape. As a business we are doing our part to limit the spread of COVID-19 and we appreciate the efforts and understanding of those who dine at Lou's Place. Our joint efforts will ensure we are able to continue serving our wholesome and generous Mediterranean menu in the Barossa Valley.

We encourage you to continue to support small, local businesses like ours as we endeavour to contribute and rebuild South Australia's economy.

Sincerely,

A handwritten signature in black ink, appearing to read "Themis Chryssidis", with a long horizontal flourish extending to the right.

**Themis Chryssidis**  
Managing Director  
*Sprout Food Group*

In order to ensure the safety, well-being and peace of mind of our guests and staff, the following measures have been implemented. It is expected that all staff will take the below measures **extremely seriously** and everyone will do their part to ensure our business and those working here or visiting are not affected by Coronavirus.

Lou's Place Barossa Valley has a registered *COVID-Safe Plan* submitted and updated with each stage change. As a business, we are ensuring that the recommendations outlined in the aforementioned plan are implemented.

## **General Measures**

### **Eliminating contact with at-risk staff**

If any Lou's Place employee or their immediate family or household members have travelled, they must immediately isolate themselves and remain away from work for the next 14 days from the date of their return. They may return to work if they are showing no symptoms at the end of 14 days self-isolation.

If Lou's Place employees develop any of the identified symptoms (fever, dry cough, sore throat, fatigue, shortness of breath) they are to seek immediate medical attention. They may not return to work until they have a medical certificate clearing them for work.

If a Lou's Place employee comes into contact with a person confirmed or suspected of having Coronavirus, they must immediately isolate themselves at home for 14 days. They may return to work if at the end of 14 days self-isolation they are showing no symptoms, or if after testing the suspected case is confirmed as being negative for Coronavirus.

In the above described situations, Lou's Place employees may not attend the restaurant.

Lou's Place employees found to be unwell or to have been in contact with someone with Coronavirus (confirmed or suspected) whilst at Lou's or a hosted event will be immediately sent home.

### **Eliminating contact with at-risk guests**

We additionally want to eliminate the risk of contact with at-risk guests to ensure that our facility is a safe space. Whilst we want everyone to dine at Lou's Place, we need to consider the safety of not only our guests, but our staff as well.

We ask that all guests contact Lou's Place before their reservation if they have:

- Travelled overseas in the last 14 days
- Been in contact with anyone who has travelled overseas in the last 14 days
- Been in contact with anyone who has tested positive to Coronavirus
- Tested positive to Coronavirus
- Symptoms of a fever, dry cough, sore throat, fatigue, shortness of breath, and have not tested negative for Coronavirus.

## People Capacity

According to our COVID-Safe Plan valid as at **November 22, 2020** as part of the recovery Stage 3, we have set capacities for each room in our premises that is accessible to the public:

Room	Area in m <sup>2</sup>	Maximum number of people (excl. staff) in this area
Board Room	42	10
Restaurant/Cellar Door	180	45
Back cellar	250	62
Upstairs private tasting	30	7
Upstairs Board Room	40	10
Front Lawn	100	25
Total number of people (excl. staff) allowed on premises		<b>100</b>

## Maximising protection

It is imperative that all Lou's Place employees practice impeccable hygiene practices whilst on premises, at offsite events and generally speaking at all times. This is the best defence against the spread of most viruses and will aim to protect both Lou's Place employees and clients.

Lou's Place employees **MUST**:

- Wash their hands frequently with soap and warm water, before and after eating, and after going to the toilet, or before beginning any task that will involve others for example before going into a group meeting, before cooking etc,
- Cover coughs and sneezes with your elbow or tissue, dispose of tissue and use alcohol-sanitiser or thoroughly wash hands after coughing or sneezing. If hands are used to cover coughs or sneezes, alcohol-sanitiser should be used liberally,
- Clean all surfaces three times per day using disinfectant wipes. Before commencing work in the morning, when returning to work after your lunch break and before going home at the end of the day. Please use the disinfectant wipes provided to thoroughly clean doorknobs, doors, desk surfaces, computer screens, computer keyboards, office phones, personal mobile phones, chair handles and back rests, meeting room tables and chairs and communal areas/surfaces,
- Ensure that used glassware, cutlery, crockery or food containers are not left in the sink. Any food containers left in the sink (clean or dirty) will be disposed of,
- Clean all crockery and cutlery using the industrial dishwashers in the Lou's Place kitchen after use, and dry all crockery and cutlery thoroughly,
- Thoroughly clean bathroom daily using commercial grade cleaning liquids and disinfectant wipes, including toilets, floors, toilet paper dispensers, taps, sinks, mirrors and benches,
- Abide by a cleaning schedule for Lou's Place bathrooms
- Ensure alcohol-sanitiser is easily available to use at all times. Sanitiser must be located at the entrance, bathrooms and throughout the kitchen near the sinks.
- Advocate for good hand and sneeze/cough hygiene at all Lou's Place functions and events, and
- Ensure all Lou's Place, guests and clients follow appropriate hygiene measures.

## Supplies

- Lou's Place will supply and ensure there is adequate levels of the following items:

- Tissues,
  - Hand sanitiser,
  - Hand wash,
  - Disinfectant wipes,
  - Toilet paper,
  - Toilet cleaner,
  - Commercial floor cleaner,
  - Disposable gloves,
  - Chux cloths,
  - Cleaning sponges, and
  - Commercial grade surface sanitiser spray.
- Stock levels will be increased to a minimum of two weeks supply. If any staff member notices any of these items becoming low (insufficient supply for two weeks), please notify reception who will place an interim order immediately.

### **Helping the public maximise everyone's protection**

For the safety and convenience of all Lou's Place, guests, clients and staff, Lou's Place will, at all times:

- Have hand sanitiser freely available,
- Display hand washing signs in bathrooms, entrances and near sinks, and
- Display signs at entrances asking staff, clients and guests to stop and consider if they are at risk of Coronavirus and therefore putting others at risk if they enter Lou's Place.

### **Lou's Place Restaurant**

#### **Commercial and staff kitchen cleaning:**

In addition to all standard cleaning practices, the following must occur in all kitchen spaces daily:

- Thorough cleaning of all kitchen surfaces, using hot soapy water, before commencing food preparation,
- All tea towels to be washed daily (none to remain used overnight to be washed the next morning),
- All used Chux cloths to be disposed of daily,
- All cleaning sponges to be washed through the industrial dishwasher throughout the day and at the end of every day, ensuring excess water is thoroughly squeezed out and the sponge is left to dry over-night,
- Cleaning sponges to be disposed of every 48-72 hours, and
- All cooking surfaces, taps and sinks must be thoroughly sanitised at the end of every day, using commercial grade sanitiser products.

#### **Lou's Place dining expectations**

- Contact details of each group/booking will be collected upon entry for contact tracing purposes,
- Staff should be allocated to one area only, where possible, to reduce the number of contacts within our venue,
- All meals made by Lou's Place staff or guests must be individually plated or shared only between members of the same group/booking,

- Lou's Place staff should ensure tables, chairs and highchairs are thoroughly cleaned before and after, and
- Lou's Place staff have the right to refuse entry of any guest that presents as 'at-risk' (see *Eliminating contact with at-risk guests* for further definition)