

VILLA TERENCE

Italian Aged Care Incorporated

16 April 2020

Letter to relatives, visitors and residents at Villa Terenzio:

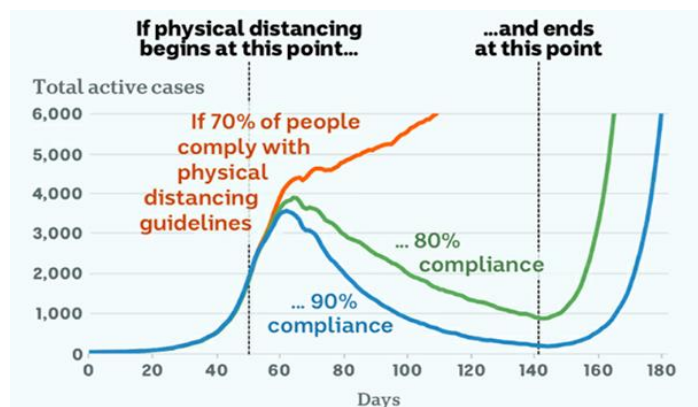
Update on operations due to 2019 novel Coronavirus (COVID-19)

Dear all,

I hope that you all had a safe Easter weekend despite the ongoing concerns related to COVID-19.

The current situation in Western Australia is promising in terms of low levels of community transmission. The State has put in very strict controls – the border will have been shut for 14 days by next Monday; while 27 days will have passed since mandatory self-quarantine for people entering the State.

While I'm sure this does encourage everybody, it is equally clear that complacency and reduction in vigilance may lead to the actions so far being in vain. This is clearly shown by coronavirus modelling graph from the University of Sydney:



In light of modelling and the extension today of Western Australia's State of Emergency, we are advised **to extend our total visitor ban** beyond the 28 days that concludes on 20 April. This will be extended for **at least 14 days** from 20 April, but we will review on a regular basis with public health and infection control.

We recognise that this is a frustrating situation, but it is an important action in our protection of our residents, our workforce, and as part of a wider public health response. As an attempt to improve this situation for both residents and relatives in a safe and controlled manner, from 20 April until 1 May, we will have a number of 10 minute "*perimeter*" visits available. These will be by appointment only and will be initially limited to one visit per resident to provide an equitable opportunity for all residents.

33 Kent Road, Marangaroo WA 6064 | P: (08) 9247 0888 | F: (08) 9247 0838 | W: www.iaci.com.au

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The perimeter visits will only be available in 10 minute periods from 1000 – 1200 hours and 1400 – 1600 hours on business days and can be arranged by **calling Reception at least 24 hours before**. All visits will be conducted in a single designated area and visitors will need to check in with a staff member in front of St Joseph's Chapel before the visit. Visitors should not check in more than 5 minutes before the appointment time.

Restrictions will apply and you will only be able to visit if:

- You have not been in contact with a COVID-19 case in the preceding 14 days;
- You are 16 years old or over;
- Your temperature is below 37.5°C; and
- You observe hand hygiene as directed.

When your appointment time arrives, staff will take visitors to the designated area and you will be joined by your resident who will remain 3 metres from you during the visit. A staff member will also be present during the visit and they will alert you when the 10 minutes has passed.

Our advice remains that visitors should reconsider the need to visit in person and are encouraged to make use of video and telephone calls instead.

As communicated last week, following government directions, from 1 May 2020 all staff and visitors in residential aged care will have to provide proof of current influenza vaccination. **This will apply to perimeter visits**. If you are vaccinated, please provide us with a copy of the vaccination certificate or similar so that we can permit you to perimeter visit from 1 May, and of course in the future when we are in a position to remove the total visitor ban and allow restricted visiting.

Finally, we have been very grateful for relatives' kind words (and chocolate eggs) in the last few weeks - your support helps us through these times. We send our best wishes to you and look forward to a time when we return to "*business as usual*".

Yours faithfully,



Chris Roberts
Chief Executive Officer

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