

# VILLA TERENCE

Italian Aged Care Incorporated

16 March 2020

## Letter to relatives and visitors at Villa Terenzio:

*Update on 2019 novel Coronavirus (COVID-19)*

Further to our previous advice, given the progression of COVID-19 and the actions of the Government over the weekend, we are initiating Stage 1 of our COVID-19 emergency plan. Stage 1 is a higher level of precautions that we are taking to now protect our vulnerable population and balances the requirements of public health and health protection alongside the holistic social needs of our residents.

**Please be assured that there have been no positive cases at Villa Terenzio.**

From **midnight tonight** the following restrictions will apply to minimise any potential infectious disease:

1. Non-essential services will be unable to come on site.
2. Visiting hours will be limited to **1030-1300 hours** and **1600-1800 hours**.
3. All visitors will only be able to enter through the front reception behind St Joseph's Chapel. There will be no entry points from Gates B and C.
4. All visitors will need to be screened by a nurse at front reception. This will involve having the temperature taken and being asked a couple of questions relating to recent travel, before a Visitors' Log being completed by the nurse.
5. All staff will also receive basic screening prior to each shift.
6. Volunteers will not be able to assist on site.
7. The only resident movement between care areas will be for those recognised couples who reside in different areas and facilitated by staff.
8. Residents will not be able to attend St Joseph's Chapel, although other options for worship shall be offered within the care areas.
9. All communal excursions and incursions will be cancelled.
10. Day Therapy Centre shall be closed.

# VILLA TERENCE

Italian Aged Care Incorporated

While these measures are significant and far-reaching, the welfare of our residents and the community is our paramount concern at this stage and, in conjunction with our infection control adviser, we believe that these are the most appropriate steps to prevent COVID-19 entering Villa Terenzio.

***Our overall advice to relatives is to reconsider whether they need to visit at all.***

There are likely to be further directives given to us in the next few days from the Australian Government and it is possible that this may include complete lock out to all visitors of aged care facilities during this time of national urgency. Please keep yourself updated where you can, but we will also communicate any directives. Additionally, to increase communication it would be appreciated if you can forward this information to other relatives who may be planning to visit.

If you would like further information on COVID-19, the Australian Government's National Coronavirus Helpline is **1800 020 080**. I have also attached an information sheet from the Department of Health on COVID-19.

It is important to note that we have also prepared Stage 2 of the COVID-19 emergency plan which can be implemented if any cases are identified in our population. Stage 2 involves caring for our residents and employees if they become unwell with COVID-19, containing infection and looking after the wellbeing of everyone during isolation.

If we work together now with diligence and patience, we have a much better likelihood of preventing the implementation of Stage 2 being necessary.

Yours faithfully,



**Chris Roberts**

Chief Executive Officer

---

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

*Providing an excellent standard of care within a cultural and spiritual community through integrity, acknowledgement, compassion and commitment.*