

VILLA TERENCE

Italian Aged Care Incorporated

18 March 2020

Letter to relatives and visitors at Villa Terenzio:

Update on 2019 novel Coronavirus (COVID-19)

Further to the restrictions communicated from 16 March 2020, the Government have now released its directives. In addition to the steps we had put in place, no visitors or staff who have returned from overseas in the last 14 days may enter a care facility; visits will be limited to 1 hour in duration; and no visitors under the age of 16 years will be permitted.

From **1000 hours on 18 March 2020** the following restrictions apply:

1. Non-essential services will not enter site.
2. Visiting hours will be limited to **1030-1300 hours** and **1600-1800 hours**. Visits are limited to **1 hour per visit** and a maximum of **2 visitors per resident** at any time. Visits should be in your relative's room, not communal areas.
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 and staff will be screened by a nurse at front reception. This involves having a temperature taken and discussing recent overseas travel.
5. Visitors under 16 years old are not permitted.
6. Volunteers will not be able to assist on site.
7. The only resident movement between care areas will be for couples residing in different care areas and will be facilitated by staff.
8. Residents cannot attend St Joseph's Chapel. And all communal excursions and incursions have been cancelled.
9. Day Therapy Centre remains closed.

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The welfare of our residents and the community remains our foremost concern and our advice remains that **relatives should reconsider their need to visit Villa Terenzio.**

Given the recent case at a transitional care facility in Bayswater, I would like to reassure you that no residents have been admitted from that facility in the last 28 days and there remains **no positive cases at Villa Terenzio.**

You may also be aware that a blanket ban on visiting has been implemented by a national aged care provider for the next 2 weeks. The advice is currently that this is not necessary unless there is a known exposure inside the facility, but please be mindful that ongoing management of COVID-19 remains an evolving situation.

Again, please keep yourself updated where you can, but be assured that we will communicate any changes. As part of the communication process, you can forward this information to other relatives who may be planning to visit.

I am pleased that the response from relatives since our Stage 1 restrictions were announced on 16 March 2020 has been almost wholly positive and supportive with only a very small amount of disquiet. Visitors are accountable for adhering to public health directions, which now include the restricted visiting times and hours. Should visitors not comply with the restrictions set out then we may have to take steps to restrict visiting hours further.

If you need further information on COVID-19, the Australian Government's National Coronavirus Helpline is **1800 020 080.**

Once more, I thank you all for your cooperation in protecting our vulnerable population and the wider public health.

Yours faithfully,



Chris Roberts

Chief Executive Officer