

VILLA TERENCE

Italian Aged Care Incorporated

24 April 2020

Letter to relatives, visitors and residents at Villa Terenzio:

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

Dear all,

It has been really heartening to see the progress made in the last week nationally and here in WA in reduced cases of COVID-19. While these are positive indicators that we are heading off the virus, we must continue to be vigilant to ensure that there is no resurgence given that there remains no vaccine available, no specific treatment for those who contract COVID-19, and no natural human immunity.

Given the recent low transmission rates seen this week, there have been media comments from the Prime Minister and State Premier in relation to measures taken in aged care and suggested that residents are being “locked in their rooms”.

I take this opportunity to confirm that the only occasions where we have needed to isolate residents in their rooms was following those residents being tested for COVID-19. Once they were all confirmed negative they were able to resume free movement and communal living in their facility.

As communicated last week, since Monday we have been able to facilitate brief visits in a controlled manner that is consistent with balancing the overall risks against overall wellbeing. These perimeter visits mean that in person visiting is available to all residents.

Unlike other countries such as Italy, Spain, France, UK, Canada and USA where there have been huge numbers of cases in aged care, the steps taken in Australia have been highly successful. However, the 2 nursing homes in New South Wales that have had outbreaks remind us of how deadly the virus is in our population.

We are mindful of the advice from the University of Melbourne who state that nursing homes would be one of the two highest risk locations where resurgence of COVID-19 could occur and re-enter the wider community. The recent explosion of cases in Singapore following very low levels for weeks shows that this virus is highly transmissible and communal living environments are easier breeding grounds.

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Sensible and safe proportionate steps to reduce restrictions will need to be taken on everybody's road to recovery. It is mistaken to see this as a sprint to normality, that should be viewed as a longer term objective.

Our best defence against COVID-19 is ongoing protection which includes current visitor restriction. While restricting access to Villa Terenzio is a very uncomfortable concept, especially given the large amounts of time and efforts we spend helping our residents feel connected to loved ones and the community, it is crucial in these difficult times in a state of emergency.

We have forged strong relationships with families over the past few years and now we thank you for your ongoing trust and confidence in recent weeks and the near future to stay free from COVID—19. I want to acknowledge the strength and resilience of our residents and the support they've provided. Their overall calm and understanding response to the situation has been a huge example for us all.

As per previous updates, I would remind you that from 1 May 2020 all staff and visitors in residential aged care will have to have been vaccinated against seasonal influenza. This is a government requirement in every State and Territory, so if you wish to enter Villa Terenzio from 1 May onwards, you will need to provide appropriate evidence of vaccination.

We need to record appropriate evidence as this will be audited by the government as part of their ongoing monitoring of aged care. Appropriate evidence can include certificate of vaccination or an immunisation history statement which is available from Medicare online or the Express Plus Medicare mobile application.

Thank you again for your ongoing support at this challenging time that is adversely affecting us all. We are seeing some light at the end of the tunnel, but we can't afford to trip up while rushing to reach it.

Yours faithfully,



Chris Roberts

Chief Executive Officer