

VILLA TERENCE

Italian Aged Care Incorporated

30 April 2020

Letter to relatives, visitors and residents at Villa Terenzio:

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

Dear all,

Since my last update we have seen very low numbers of new cases of COVID-19 in WA and almost no community transmission nationally.

However, it is a cautionary fact that the current exception to the low rates of community transmission is at an aged care facility in New South Wales.

There have been 60 cases of COVID-19 in residential aged care facilities across Australia, but we have seen the impact of that has been devastating. Of the 36 non-active cases recorded in aged care, 22 have resulted in death. Our thoughts are with our colleagues, residents and relatives in the aged care sector who have been affected so significantly.

We are pleased to report that our facilitated perimeter visits have proved highly successful with many residents having enjoyed a short period with visitors in a risk-controlled environment.

We have also proactively facilitated visiting for residents on compassionate grounds where they are reaching the end of life or objectively are affected adversely at this time. Residents have also to attend essential medical appointments including emergency treatment at hospitals.

But most importantly, our resident population have ultimately remained untouched by COVID-19.

The recent move to relax restrictions on meeting numbers and elective surgery in WA is a clear indication of the State's performance. Given our position in WA, we have developed a plan for incremental relaxation of visitor restrictions that has been approved by our Board and will be implemented over the coming weeks.

The first steps in relaxing visiting restrictions and their time frames are attached to this update.

VILLA TERENCE

Italian Aged Care Incorporated

Because our approach has always been to balance the risk against the wellbeing for our population at Villa Terenzio, progression from one stage to the next will be dependent on the ongoing decrease in community risk.

We are aiming to take more steps to further relax restrictions from around 18 May 2020, but this will be informed by whether there has been continued reduction in active cases in the Perth metropolitan area, ongoing COVID-19 testing available, and an absence of any community cluster outbreaks.

I'm sure everyone appreciates our collective need to be cautious at this time, because as the wider community relaxes restrictions, there will be a potential increase in community risk due to greater human interaction. This is why we are taking incremental steps to ensure risks are managed and controlled, and avoid allowing harm to present itself.

We must remain vigilant so we don't become complacent in our situation, but we should not expect us to bounce back to normality immediately. We greatly appreciate your patience and support in our ongoing work to ensure that we conquer this challenge; be assured that we are moving safely and sensibly towards business as usual without compromising the health of our residents and staff.

Yours faithfully,



Chris Roberts

Chief Executive Officer

VILLA TERENCE

Italian Aged Care Incorporated

Staged relaxation of restrictions required due to COVID-19

STEP ONE: 1 May 2020 – 6 May 2020

1. Booked perimeter visiting will continue in a designated area between 1000 and 1200 hours and 1400 and 1600 hours on business days; and
 2. Our hairdresser service will resume on 4 May 2020 for residents.
-

STEP TWO: 7 May 2020 – 17 May 2020 (approx.)

1. Booked room visiting will occur between 1000 and 1130 hours on all days;
 2. On 9, 10 and 11 May 2020, an additional visiting period between 1530 and 1630 hours will occur in recognition of Mother's Day weekend; and
 3. Visits may be of any duration as long as they only occur within the visiting period. Visits must be booked through reception to limit visitor numbers to each area per day. To allow equitable access of visiting, this will be initially limited to **one visit (of 1 or 2 visitors) per resident per week**.
-

CONDITIONS OF ALL VISITING (until further notice)

Visitors will only be able to enter our premises if they:

- have not had contact with a positive COVID-19 case in the preceding 14 days;
 - have a body temperature of 37.5°C or below;
 - have no symptoms of respiratory illness;
 - have been vaccinated against seasonal influenza **and** have provided evidence of such;
 - are 16 years or older; and
 - follow any written or verbal directions given by staff members.
-