

VILLA TERENCE

Italian Aged Care Incorporated

8 May 2020

Letter to relatives, visitors and residents at Villa Terenzio:

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

Dear all,

The last week has been an excellent week in WA with having only one new case during the week and active cases continuing to decrease to a very low level.

We have also commenced in room visiting this week, which has so far been a very positive experience for everyone. While not wanting to get ahead of ourselves given the relatively unknown and unpredictable nature of novel coronavirus, if all remains good we should be able to expand the numbers of visitors able to visit each day from 18 May 2020. This will hopefully be confirmed in next week's communication, but until such approval, our current restrictions are as attached to this update.

Since last week a draft Visitor Access Code has been created by a number of aged care peak bodies, including ours - Aged and Community Services Australia. This has been given a short consultation period and outline the rights and responsibilities of both providers and visitors. A final version is expected next week, but details can be seen at <https://www.cota.org.au/policy/aged-care-reform/visitor-access-code/>.

Alongside this Visitor Access Code and recent media mentions, there have been 2 separate studies conducted surveying families and residents in relation to aged care visiting bans. These reported 10% or less of families opposed visitor bans and over 80% of residents support a visitor ban for their safety.

It is this support that has played a key part in the aged care sector's highly successful management of preventing outbreak clusters in nursing homes overall. While we are heartened that the first aged care outbreak at Dorothy Henderson Lodge has now been cleared, but our thoughts remain with all those affected at Newmarch House and who are attempting to deal with a very challenging and evolving situation under huge scrutiny.

VILLA TERENCE

Italian Aged Care Incorporated

Whatever the form of the restrictions implemented by different aged care providers, they have almost always been applied with the positive intent of keeping our older population free from harm. Ensuring that the same population remains connected with their loved ones and not adversely affected by restrictions is an onerous but essential duty of all providers.

As we ease our restrictions, please remember – visitors cannot enter our premises unless they have had a current influenza vaccination or are medically exempt and have provided us with reasonable evidence. Mandatory influenza vaccination for all people who enter aged care (so applicable for staff, visitors and contractors) came into force last Friday. These are not our restrictions, but they are part of public health law in WA during the state of emergency.

We have received plenty of certificates of immunisation or other evidence of vaccination from families; if you have been vaccinated and not provided us with the details, please do at your earliest convenience. This can be done by email to reception@iaci.com.au.

I will conclude this update by again conveying our gratitude for your patience and huge support at this difficult time as we are doing our very best to keep your loved ones safe from coronavirus. This is a very difficult time for my colleagues, especially on the occasions where they have been exposed to others' frustration and concern, but I thank you for backing us in this challenge, it has assisted us greatly.

Yours faithfully,



Chris Roberts
Chief Executive Officer

VILLA TERENCE

Italian Aged Care Incorporated

Current restrictions due to COVID-19

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.