

VILLA TERENCE

Italian Aged Care Incorporated

14 May 2020

Letter to relatives, visitors and residents at Villa Terenzio:

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

Dear all,

Our State continues to have very low active case numbers, being in single figures for a week now. It has been pleasing to see that the return of schools has not led to any significant changes in the numbers of cases being detected.

However, with the announcement of further easing in WA from 18 May 2020, we must remain very vigilant; especially given that the virus remains in WA and we currently have the lowest testing rate of any State or Territory; as well as globally there are a few countries experiencing a secondary wave after easing restrictions.

You may recall that 18 May 2020 was the date that we aimed easing in our staged relaxation of restrictions – it is reassuring that the Premier agrees with both our timing and the staged nature to safely return to relative normality! I'm pleased to confirm that there will be a further relaxation on restrictions **from 18 May 2020**.

For visiting on **business days** there will be no requirement for booking visits. We believe the numbers of weekday visitors can be controlled within an acceptable level. There is a limit of 3 visits per resident per week on 3 separate business days.

As residents are unable to have more than 2 visitors and 1 visit each day, I recommend that families communicate with each other and coordinate visits so people aren't denied access because a visit has already occurred that day.

For visiting on **non-business days**, visitors will need to book a visit by telephoning reception before 1600 hours on the preceding Friday. This ensures the numbers of visitors are controlled outside of business hours. In line with relaxing restrictions, we have expanded the visitor numbers permitted on site, but there will be a limit of 1 non-business day visit per resident per week.

For all days visitors will be screened, logged, require an influenza vaccination, and visiting is between 1000 and 1130 hours.

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Last week I provided a link to the draft Visitor Access Code which has now been finalised and published. This document is a very positive outcome to provide clarity and consistency where it previously had been absent. It is also comforting that it supports our approach to restrictions so far. The Code can be found at:

<https://www.cota.org.au/policy/aged-care-reform/agedcarevisitors/>

The return to visiting has been a huge success and greatly appreciated by almost all visitors. I'd particularly like to thank Hardev, Liza and Rachael for donating their time over the Mother's Day weekend to facilitate visiting.

Having also been manning the screening desk on several mornings, I fielded a number of questions from visitors. It may be useful to summarise the basis of some of the restrictions:

The following are **legal requirements under the Public Health Act** and we have to ensure that they are complied with:

- Influenza vaccination;
- Maximum of 2 visitors and only 1 visit per day;
- In room visiting and not in communal areas; and
- No visitors under 16 years old.

The following are **our restrictions for the safe management of Villa Terenzio** and are all now endorsed as appropriate practice in the Visitor Access Code:

- Specific booked visiting – so numbers of visitors are controlled;
- Specific visiting times – to allow for safe management of visits and ensure appropriate cleaning following visits; and
- Temperature of 37.5°C or below – we believe this is a better parameter for underlying respiratory illness than 38.0°C which is the legal requirement.

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As per previous updates, we urge all visitors to reconsider their need to visit in person; and if you are unwell in any way, please don't visit us. It is also very important that everyone including visitors wash their hands before and after visiting, use good cough and sneeze etiquette if needed, and maintain social distancing where possible.

If you still need to provide us with a certificate of immunisation or other evidence of vaccination, please do this at your earliest convenience and avoid waiting until you visit as this can slow down the screening process. Evidence of vaccination can be emailed to us at reception@iaci.com.au.

Finally, it has been wonderful to see so many of you over the last week able to be visiting again and that so many of you expressed your gratitude for our diligence during the last couple of months. Thank you for your support.

Yours faithfully,



Chris Roberts
Chief Executive Officer

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Current restrictions due to COVID-19

7 May 2020 – 17 May 2020

1. Booked room visiting will occur between 1000-1130 hours on all days; and
2. 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.

18 May 2020 – 1 June 2020 (approx.)

1. Room visiting **without bookings** will occur between 1000-1130 hours on business days;
2. **Booked room visiting** will occur between 1000-1130 hours on non-business days;
3. Visits may be of any duration within the visiting period;
4. Each week residents may receive up to 3 visits on separate business days **plus** 1 visit per week on a non-business day.

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.