

VILLA TERENCE

Italian Aged Care Incorporated

28 May 2020

Letter to relatives, visitors and residents at Villa Terenzio:

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

Dear all,

There are a few matters to update on this week. While there has been a rise in active cases in WA, there are no cluster outbreaks attributable to recent relaxation of restrictions in the community. The new cases are from crew members on the Al Kuwait live export ship and 2 cases in people returning from overseas.

As I advised last week, it was confirmed yesterday that the State's DETECT programme has been expanded to test asymptomatic aged care workers to better understand the exact risk within the community. As our pathology service has partnered with the State government on DETECT snapshot, they will be on site daily so staff can access testing during the 2 week period of the programme.

My final update is to confirm that WA has extended its state of emergency declaration until 11 June 2020. In addition, earlier today, the Police Commissioner, Chris Dawson, stated that he could "*envisage this continuing for some time*". While this remains in place, the Public Health directions that require visitors to meet certain criteria to visit, including the influenza vaccination requirement and the maximum one visit per day, will continue unless amended by the government.

The last few weeks have been very positive with the unbooked visiting during weekdays and the reopening of St Joseph's Chapel for our residents. Thank you again to all those visitors who have been patient and courteous to our staff whose work is challenging enough without the additional task of managing visits.

We had planned that to progress to the next stage of relaxing of restrictions, we would need to see less than 20 active cases in WA, the ongoing availability of case testing and an absence of community outbreaks.

In light of those measures being achieved, we will be progressing to the next stage and will further relax visiting restrictions **from 2 June 2020**.

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From 2 June 2020, we will be adding an **additional visiting period each day**. This will be from 1530-1700 hours and provides an alternative time for visitors.

We have also gained insight into the numbers of visitors, and we are satisfied that anticipated numbers are within safe levels. So, as well as the additional visiting period, from 2 June 2020 there will be **no advance bookings required**.

With these changes, there are a couple of key things to note:

- **A resident can only receive a maximum of one visit each day**. It is up to families to communicate who is visiting among themselves. If a visitor attends to see a person who has already had a visitor that day, they will be turned away to ensure we are compliant with public health directions.
- As these changes take effect from 2 June 2020, if you **wish to visit the upcoming long weekend** (30 May – 1 June 2020), **you will still need to make a booking** through reception during business hours.

The response to coronavirus has been hugely effective in Australia, especially in aged care. While COVID-19 in residential care has accounted for around 26.2% of deaths in Australia, this is much lower than other countries who have reliable reporting such as Spain (67%), Canada (62%), and France (51%).

Around Australia, there are only 12 active cases currently in residential aged care and 1 active case in home care clients. Better still, WA has not recorded a single residential care case.

On behalf of everybody at Villa Terenzio, we greatly appreciate your actions and support in keeping us all free from harm. Every responsible action plays its part in preventing coronavirus entering our community, and every positive interaction has assisted us all get through this.

Yours faithfully,



Chris Roberts
Chief Executive Officer

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Current restrictions due to COVID-19

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.

2 June 2020 onwards

1. Room visiting without bookings will occur during visiting hours each day;
2. Visiting hours are 1000-1130 hours and 1530-1700 hours only;
3. Visits may be of any duration within a visiting period;
4. Residents may receive up to 4 visits each week, but a maximum of 1 visit per 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.