

VILLA TERENCE

Italian Aged Care Incorporated

5 June 2020

Letter to relatives, visitors and residents at Villa Terenzio:

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

Dear all,

This will be a nice brief weekly update as WA enters Phase 3 of its roadmap easing restrictions. While WA has more active cases since last week, all have been in quarantined persons, with a majority being from the live export ship.

We relaxed our visiting restrictions last Tuesday and have facilitated unbooked visits in morning and afternoons. This has been very successful overall, with the absence of community cases allowing this flexibility.

The only feedback from visits is to remind people that current public health law allows a resident to only have **one visit per day** of up to 2 people. I encourage families to communicate about visits so we are not put in a position where we have to turn visitors away.

It was great to see our Day Therapy Service recommence on Wednesday. While staff remained on site after being redeployed to increase our numbers in other areas during the total visitor ban and beyond, we welcomed back our clients and look forward to our numbers increasing next week as we enter Phase 3.

We commenced screening asymptomatic staff from Tuesday as part of DETECT snapshot. We believe that this is a crucial programme that will assist WA in a speedy return to normality with confidence. I commend the 82 frontline staff who have so far participated in this voluntary initiative, and especially our Clinical Nurse Catherine who is running the “pop-up” testing clinic.

Thank you to everyone for their continued encouragement, support and assistance during this pandemic threat; everybody has played their part in our success of keeping Villa Terenzio safe.

Yours faithfully,



Chris Roberts

Chief Executive Officer

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Current restrictions due to COVID-19

From 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.
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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.