

VILLA TERENCE

Italian Aged Care Incorporated

9 July 2020

Letter to relatives, visitors and residents at Villa Terenzio:

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

Dear all,

I am pleased to report that the Chief Health Officer of WA has revoked the Visitors to Residential Aged Care Facilities Directions No2 with effect from today. These are replaced by the Visitors to Residential Aged Care Facilities Directions No3:

www.wa.gov.au/sites/default/files/2020-07/Visitors%20to%20Residential%20Aged%20Care%20Facilities%20Directions%20%28No%203%29.pdf.

This is very welcome because, as highlighted in my last update, the Directions No2 were much stricter than the recommendations of the Australian Health Protection Principal Committee (AHPPC) and conflicted with Stage 4 of the WA roadmap.

Additionally, through our peak body we are a party to the *Industry Code for Visiting Residential Aged Care Homes during COVID-19*. The Code was updated last Friday, but the State directions took precedence. The updated Code can be found at:

<https://www.cota.org.au/wp-content/uploads/2020/07/INDUSTRY-CODE-FOR-VISITING-RESIDENTIAL-AGED-CARE-HOMES-DURING-COVID-v2-updated-3-July-2020.pdf>

Consequently, we can now making the following changes for visiting Villa Terenzio, which are consistent with the updated Code:

1. **Children are permitted to visit**, if they meet the other conditions of visiting;
2. The **afternoon visiting period has been lengthened** (1330-1700 hours); and
3. Residents can have **more than one visit each day**, but no more than two visitors during a visit.

As always, please consider your need to visit us at this time. We are fortunate to be in an almost COVID-19 free WA, especially given what we are seeing in Victoria.

However, as the Prime Minister stated this morning, other States and Territories are not immune. It appears that a couple of aged care facilities have been affected by the community transmission in Melbourne: our thoughts are particularly with

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them at this time, as well as reminding us how important our work is to keep Villa Terenzio COVID-19 free.

Following a few observations in recent weeks, I take this opportunity to remind visitors of a couple of continuing conditions.

Firstly, if you wish to take a resident out from the facility, **you must inform us**. Aside from our record-keeping obligations due to COVID-19, if a resident is absent from the facility and we cannot locate them or know why they are absent, the *Aged Care Act* requires us to report them missing to WA Police.

The other reminder is that all visits must only occur in the resident's room, outside, or in a designated area. Visiting in communal indoor areas such as lounges or dining rooms is **not permitted**.

One of the unfortunate side-effects of limited visiting hours is the increased pressure of parking on site. There is public parking available in Cabrini Park and along Kent Road. Parking on the verge of Cabrini Road does not appear to contravene any road traffic regulations, as long as no part of a parked vehicle is on the footpath and vehicles are not parked within 10m of the junctions at each end.

With the expansion of visiting hours in the afternoon, peak parking pressures will be seen between 1415-1515 hours during shift changeover. Visitors may want to be mindful of this when planning their visit. We are in the process of demarking a small number of dedicated visitor bays adjacent to the ACROD parking bays. These works should be completed later this month.

On behalf of everyone here, I thank you all for the part you are playing to ensure our community at Villa Terenzio remains both protected and connected during COVID-19. We hugely appreciate your continued support.

Yours faithfully,



Chris Roberts

Chief Executive Officer

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Providing an excellent standard of care within a cultural and spiritual community through integrity, acknowledgement, compassion and commitment.

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Current restrictions due to COVID-19

From 9 July 2020 onwards

1. Room visiting can occur during visiting hours each day;
 2. Visiting hours are 1000-1130 hours and 1330-1700 hours only;
 3. Visits may be of any duration within the visiting period;
 4. Only 2 visitors at any time per resident; and
 5. Residents may receive multiple visits 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 been overseas or informed that they have 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 or COVID-19;
 - have provided evidence of being vaccinated against seasonal influenza;
 - practice social distancing;
 - sign in and out using the Visitors Log; and
 - follow any written or verbal directions given by staff members.
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CONDITIONS OF SOCIAL LEAVE (until further notice)

Residents are able to leave site with relatives for social reasons, but are:

- Required to notify a nurse prior to leaving site;
 - Not to have contact with people who are unwell; and
 - Required to provide the following details in writing:
 - Location(s) of social visit; and
 - Names of people having close contact with the resident during the visit.
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