

VILLA TERENCE

Italian Aged Care Incorporated

31 July 2020

Letter to relatives, visitors and residents at Villa Terenzio:

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

Dear all,

It is with the distressing backdrop of the situation in Victoria I am providing an update to all stakeholders today.

In my last update 3 weeks ago I mentioned that there were a couple of aged care facilities in Victoria affected by COVID-19 following community transmission. We now know how this has escalated to being a crisis, which despite not being seen before in Australia, mirrors some aspects seen in Europe earlier this year.

Now, more than ever, we must avoid complacency, remaining vigilant and adhere to public health restrictions. These restrictions underpin our visiting conditions and must be complied with by all visitors, irrespective of what their personal thoughts on the restrictions are.

I take this opportunity to remind all visitors that visits are **only permitted in resident bedrooms, outdoor areas, or any other place designated by the facility.**

To protect our residents, **visitors must not:**

- undertake visits in communal areas within the facilities; or
- have contact with residents other than the person they have come to visit.

If visitors need to be reminded by my colleagues, they should not only follow their directions, but do so in a pleasant manner. Staff are acting in the best interests of our residents and **should not be subjected to unnecessary hostility** in their work.

Due to the public health directions, although we have recommenced larger group entertainment for our resident population such as concerts, visitors cannot be invited to these. Sadly, this included Casa Cabrini's first birthday celebrations which took place on Wednesday. However, even if you can't attend you can follow these experiences on our Facebook page.

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Two of the factors that have been suggested as contributing to the spread in Victorian aged care facilities have been staff who work in places outside the facility and staff coming to work if they are unwell (although it has been suggested that staff who later tested positive had been asymptomatic when working).

Due to staff possibly not taking leave when unwell, this week the Fair Work Commission decreed that aged care providers must give staff paid "*pandemic leave*". As a measure of our early response to the threat of pandemic, we had already implemented "*special leave*" from 29 January 2020 – over 6 months ago.

At the same time as implementing "*special leave*", we also collated a database of staff workplaces. This is a record so we knew what workplace risks that our staff may have, either paid or voluntary.

We know that some employees hold employment in other nursing homes or other places, so this record was created in good faith with our employees knowing that we would only use that information as part of pandemic response planning.

As per my previous update, we are very aware of parking pressures at Villa Terenzio and that this is exacerbated by the set visiting hours. To help to address this, there are now 5 dedicated Visitor Bays which are next to the ACROD parking bays to the south of St Joseph's Chapel.

These are specifically for visitors only between the hours of 8am and 4pm each day which is when the greatest pressure is felt. These bays will come into effect from tomorrow, Saturday 1 August 2020.

Finally, our huge gratitude to everyone who has provided support to us and complied with directions given during this time of pandemic. This has been a great help in our work.

Yours faithfully,



Chris Roberts
Chief Executive Officer

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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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