

VILLA TERENCE

Italian Aged Care Incorporated

28 August 2020

Letter to relatives, visitors and residents at Villa Terenzio:

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

Dear all,

Since my last update we have seen the tragic circumstances unfold in Victorian aged care facilities. These circumstances have led to significant efforts by many agencies, including both Commonwealth and State departments of health, the Aged Care Quality and Safety Commission, Australian Defence Force and AUSMAT to name just a few. While the new case numbers appear to be decreasing, the existing cases in aged care are still in the forefront of our mind due to the vulnerability of those affected.

There are several learnings from Victoria and Newmarch House in New South Wales, about preparedness of aged care facilities, and these were examined at length by the Royal Commission last week. The Royal Commission were fairly critical of the Federal Government believing that they had not adequately created a management plan for the aged care sector nationwide.

We remain very fortunate in Western Australia with no community transmission, but we are also aware on how quickly a case escalates into an outbreak. Our pandemic management plan has been in place since early March, and has been regularly updated through those learnings.

We have no confirmed or suspected cases at Villa Terenzio. However, as part of our preparation, if a case did occur we would take the following steps:

1. Initially, any positive case would be isolated to protect transmission to the general population. No visitors would be able to access the site as per Public Health guidelines;
2. Communication is critical and we our system has an updated list of all staff and residents' contacts telephone numbers. Alerts could be relayed by messaging within 30 minutes of notification of a positive test result. Ongoing regular communication would follow;

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3. We would work alongside Public Health to ensure that appropriate care is provided to our residents in line with any advance health directive they have. All treatment decisions will be made on a case by case basis; and
4. In conjunction with the Department of Health, we would activate a “surge workforce” to replace any staff who need to isolate.

As a further protection for residents at Villa Terenzio we have ensured that not only have all our staff completed the government enhanced infection control and use of PPE education, but also that there is sufficient PPE in stock on site. If there were a COVID-19 case identified, the stock would be able to manage the entire site for over 72 hours, which exceeds the time to receive access to the State stockpile and so safeguard all our residents.

The situation in Victoria reminds us of how this virus can enter all parts of society, but has the greatest impact where the most vulnerable people live together. I urge all to continue being vigilant at all times, particularly when they visit Villa Terenzio.

Vigilance can be achieved by following our visitors directions, particularly relating to attentive **handwashing** and **only visiting residents in their bedrooms or in outside areas**. Visitors should only have contact with the resident that they have come to visit, **not other residents**.

Our conditions of visiting remain unchanged as there has been no relaxation of restrictions in the community, although we are watching keenly the situation concerning the State’s hard border.

I would like to finish by expressing my sincere gratitude to all of you who have demonstrated your ongoing support for everyone at Villa Terenzio, particularly over the last 6 months where our work has been made significantly more complicated by the threat of COVID-19.

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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