

# VILLA TERENCE

Italian Aged Care Incorporated

21 September 2020

## Letter to relatives, visitors and residents at Villa Terenzio:

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

Dear all,

On 18 September 2020, the WA government replaced the Visitors to Residential Aged Care Directions (No3) and version No 4 is now in place. The Directions are largely unchanged except for the following changes which have been incorporated into our Conditions of Visiting:

1. A person cannot enter an aged care facility if their temperature is 37.5°C or above; and
2. A person cannot enter an aged care facility if they have symptoms that include loss of taste or loss of smell.

Our interpretation is that for loss of taste or loss of smell to be considered a symptom of COVID-19, this needs to be acute – that is a sudden onset, not a sensory loss that a person has had long term.

Since my last update, I have also enquired as to the necessity of the influenza vaccination given that we are heading towards the end of the influenza season. The reply from the Department of Health in WA was that this remains a requirement.

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It has been very pleasing to see the much improved case numbers in Victoria where we have again seen the high toll COVID-19 takes within an aged care environment. Of the 1978 cases recorded in aged care facilities in Victoria, just over 600 residents have sadly lost their lives. Thankfully, the active cases in facilities is now only around 250.

As part of our support to the critical situation in Victorian aged care, we formed a six person team in partnership with Hall & Prior Aged Services, which included two

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of our staff. The team were deployed to an aged care facility in August and are now coming to the end of their stay.

Their work has been invaluable as a control of the spread and effect of COVID-19 and they will complete their duties there knowing that they performed admirably with 91% of the cases in their home now fully recovered.

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While it is reassuring that Western Australia has a continued absence of any community transmission, Victoria remains a cautionary tale of how quickly this virus can affect every aspect of people's lives and have the most tragic of outcomes in aged care.

I actively encourage everyone to be vigilant at all times, and particularly when visiting Villa Terenzio. Social distancing, good hand hygiene and cough etiquette are essential in stopping the spread of viruses.

As ever, my sincere thanks to everyone who has exhibited support for Villa Terenzio during these challenging times relating to the wider public health situation. It is appreciated by all at Villa Terenzio, staff and residents alike.

Yours faithfully,



**Chris Roberts**

Chief Executive Officer

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## Current restrictions due to COVID-19

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*From 21 September 2020 onwards*

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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)*

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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 37.4°C or below;
  - have no symptoms of respiratory illness or COVID-19, including loss of taste or loss of smell;
  - 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)*

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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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