

VILLA TERENCE

Italian Aged Care Incorporated

26 March 2021

Letter to relatives, visitors and residents at Villa Terenzio:

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

Dear all,

Last week our residents received their second COVID-19 vaccinations which went very smoothly overall. Pleasingly there seems to have been no concerns raised or side effects experienced by our resident population.

This means that at Villa Terenzio we have 144 residents, 31 staff, and 1 Sister fully vaccinated currently. As our remaining unvaccinated staff members are also able to book to receive vaccinations now, this total is going to increase in coming months.

From next Thursday (1 April 2021), the government are bringing in the Serious Incident Response Scheme (“SIRS”). All aged care providers have an obligation to report to SIRS several types of serious incident which affect residents, including:

- unreasonable use of force;
- unlawful sexual contact;
- neglect;
- psychological or emotional abuse;
- unexpected death;
- stealing or financial coercion by a staff member;
- inappropriate restraint; and
- unexplained absence from service.

While providers have been required to report unreasonable use of force, unlawful sexual contact, and unexplained absence from service since 2008, SIRS broadens the type of incidents to reflect a wider range of matters that can cause harm to residents.

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As mentioned in the last update, the current Government Directions for entering residential aged care are set out in version No. 7:

<https://www.wa.gov.au/sites/default/files/2021-02/240221-Visitors-to-Residential-Aged-Care-Facilities-Directions-No7.pdf>

These Directions confirm the requirement for all visitors and staff to have an influenza vaccination. As 2021 influenza vaccines are now available, all visitors will need to provide evidence of a 2021 influenza vaccination before entering Villa Terenzio.

In the absence of any clear direction on how this is to be managed, we intend to manage this in the following way:

- **All people will need to provide us with evidence of a 2021 vaccination by 1 May 2021** to be able to enter Villa Terenzio after this date; and
- The only exceptions where people may enter Villa Terenzio without evidence of 2021 vaccination after 1 May 2021 will be:
 - A medical contraindication confirmed by a medical certificate;
 - A COVID-19 vaccination has been received in the preceding 14 days;
 - To provide emotional support for a resident who has been determined as being at the end of life stage; and
 - For the purposes of emergency management, law enforcement or responding to an emergency.

Please be assured that if the State government remove the requirement for the influenza vaccination to enter aged care facilities, or require this to be in place before 1 May 2021, I will communicate this at the earliest opportunity.

On behalf of all at Villa Terenzio, we thank you for your ongoing support.

Yours faithfully,



Chris Roberts

Chief Executive Officer

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Future restrictions due to COVID-19

From 1000 hours, 15 February 2021 onwards

1. Visiting hours are 1000-1130 hours and 1330-1700 hours only;
 2. Visits may be of any duration within the visiting period;
 3. Up to 4 visitors at any time per resident; and
 4. 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;
 - disclose all interstate travel in the preceding 14 days;
 - have a body temperature of 37.4°C or below;
 - have no symptoms of COVID-19;
 - have provided evidence of being vaccinated against seasonal influenza;
 - wear a mask if they are a quarantine worker;
 - 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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