

# VILLA TERENCE

Italian Aged Care Incorporated

30 April 2021

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

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

Dear all,

Since my earlier communication, the Chief Health Officer has now finalised the latest Directions which have only just been published.

Unfortunately, the legal directions differ from what was suggested last night and sets out that a person can attend a residential care facility if they are:

*“making a care and support visit to a resident of the residential aged care facility, provided that no more than one person per resident makes a care and support visit on any given day.”*

Consequently, you will need to ignore my previous communication and the following restrictions will apply from 1000 hours on 1 May 2021:

- Only **one visitor per resident per day**;
- The visitor is required to **wear a mask** at all times while at Villa Terenzio;
- All visits to occur in the **resident’s bedroom** or a **communal outdoor space**;
- Visitors **may not visit other residents** in addition to the resident they have come to visit; and
- Visitors must provide evidence of a **2021 influenza vaccination**.

Again, I stress that these visiting restrictions are set by the WA government and we are not responsible for them or the conflicting nature of the information.

Due to the restriction to 1 visitor per resident per day, I again suggest that relatives discuss arrangements between themselves as we will have to decline visits to residents who have already had a visit that day.

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I appreciate that this is extremely frustrating for all relatives, as well as my colleagues, but we must comply with the public health directions for the safety of all at Villa Terenzio and in the wider community.

Thank you for your understanding in this.

Yours faithfully,



**Chris Roberts**  
Chief Executive Officer

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## Visiting restrictions due to COVID-19

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***From 1000 hours, 1 May 2021 onwards***

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1. Visiting hours are 1000-1130 hours and 1330-1700 hours only;
  2. Visits may be of any duration within the visiting period;
  3. Only 1 visitor per resident per day; and
  4. Visits must only occur in resident bedrooms or outdoor communal areas.
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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 close 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 and 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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