

VILLA TERENCE

Italian Aged Care Incorporated

22 March 2020

Letter to relatives and visitors at Villa Terenzio:

Update on 2019 novel Coronavirus (COVID-19) and visiting restrictions

Following the recent Federal Government restrictions that were released on 16 March 2020, the State Government of Western Australia have reiterated these in their directions communicated on 20 March 2020.

We are aware of a number of aged care providers who have opted to enter total lockdown to all visitors, although our position is that we believe that a total visitor ban may not be a proportionate action **at this time** and could be considered inflexible and not in the overall best interests of our residents. **Again, we seek all potential visitors to reconsider their need to attend Villa Terenzio.**

We do understand why larger multi-site providers have chosen to implement a consistent approach at all sites, but one of the advantages of operating a single site is that we can respond to our specific population's risk and possess both the agility and ability to manage responsively.

A total visitor ban may yet be an action that is taken, and if it follows deliberation by the government then an evidence-based specified timeframe will be provided as currently providers appear to have imposed lockdowns between 14 and 30 days arbitrarily.

We believe that if we can manage the risk of our workforce that we can manage the risk to our residents, but this has to be in collaboration with visitors who will be required to act responsibly and civilly. I am pleased to report that the vast majority of visitors have adhered to our restrictions, but there are a handful trying to flout them, despite the governments' directives.

Please be aware, in the event that a visitor acts in a manner that does not comply with a directive released by State or Federal governments under the *Biosecurity Act 2015 (Cth)* or the *Public Health Act 2016 (WA)*, then we are required to report such incidents to public health bodies. The good news is that if visitors comply with our restrictions in place, they will be complying with current directives.

VILLA TERENCE

Italian Aged Care Incorporated

To further reduce risk in a reasonable, compassionate and proportionate way, the updated restrictions apply with immediate effect.

From **1500 hours on 22 March 2020** the following restrictions apply:

1. Non-essential services will not enter site.
2. Visiting hours will be limited to **1030-1300 hours and 1600-1800 hours**.
3. Visits are limited to **1 hour per visit and only 1 visit per day**.
4. Only a maximum of **2 visitors per resident** permitted.
5. Visits must be in the resident's room, not communal areas.
6. Visitors may only visit more than one resident per day.
7. Visitors will only be able to enter through the front reception.
8. All visitors and staff will be screened by a nurse at front reception.
9. Visitors under 16 years old are not permitted.
10. Volunteers will not be able to assist on site.
11. Residents cannot attend St Joseph's Chapel.
12. All resident excursions have been cancelled.
13. **Residents should only leave site for essential medical treatment** – for emergency treatment or for attendance of existing medical appointments.
14. The only resident movement between care areas is for couples residing in different care areas and this will be facilitated by staff.
15. Day Therapy Centre remains closed.

The welfare of our residents and the community remains our foremost concern and once again, I thank you all for your cooperation in protecting our vulnerable population and the wider public health.

Yours faithfully,



Chris Roberts
Chief Executive Officer