

VILLA TERENCE

Italian Aged Care Incorporated

23 March 2020

Letter to relatives and visitors at Villa Terenzio:

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

This morning I have sought advice relating to visiting restrictions at Villa Terenzio.

My decision to seek advice was made in light of 2 developments overnight:

- the State Department of Health now advising that we are entering into the community transmission stage of COVID-19; and
- the closure of a local school following a parent testing positive for COVID-19, with knowledge that children of staff and relatives have attended this school.

Given these developments, it has been agreed that the proportionate action to reduce risk to our resident population and as an effort to reduce the speed of community transmission, there will be a **total visitor ban from 1500 hours today**.

The total visitor ban will be for **a minimum of 28 days**, but the duration will be reviewed and communicated weekly as public health information is updated.

I also confirm that there are no cases of COVID-19 linked to Villa Terenzio.

We understand that physically separating loved ones will cause distress, but these are unprecedented circumstances. At Villa Terenzio, we have consistently approached this matter with assessing the risks to residents on a holistic basis and it is with a heavy heart that we have to take this action.

To address the inevitable impact on residents, we shall be increasing our ability for video linking via FaceTime or Skype etc. and will increase our lifestyle programme. More on this will be communicated in coming days.

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We will continue to take steps within our workforce to minimise any possibility of COVID-19 entering Villa Terenzio; this includes ongoing screening of staff, limiting resident movement, staff to work in one care area only during the period of the total visitor ban.

We will continue to keep you updated of developments and would appreciate it if you could forward this update to other family members or friends that would be planning to visit.

I would like to thank everybody for their support, understanding, and co-operation in preserving our community's welfare.

Yours faithfully,



Chris Roberts
Chief Executive Officer

