

VILLA TERENCE

Italian Aged Care Incorporated

25 March 2020

Letter to relatives, visitors and residents at Villa Terenzio:

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

I start by thanking you all for understanding the gravity of the current public health need that led to the visitor ban that commenced on Monday, as well as the large level of support and gratitude that you have communicated to us.

As previously stated, the visitor ban is scheduled to last 28 days, subject to internal review and possible future government directive. Our action is regrettable given the impact it has on our residents and visitors, but is necessary as we support the community get through this time.

To reduce the adverse impact, we have implemented a number of actions so far:

1. Established video linking using iPads / tablets;
2. Arranged distance visiting where visitors who are immediate family or support people can briefly see and speak to residents from the perimeter, observing a safe distance;
3. We have expanded our lifestyle and activities provision; and
4. We will not charge any residents for calls within Australia from their phones for the duration of the total visitor ban.

I welcome all suggestions from you as to how we can increase connection between residents and their loved ones at this time. Please email or call us if you have any suggestions that we have not yet considered.

I finish by confirming that there are no cases of COVID-19 linked to Villa Terenzio.

Once more, I am extremely grateful for the positive response from everyone at this difficult time and will keep you all updated regularly.

Yours faithfully,



Chris Roberts

Chief Executive Officer