

# VILLA TERENCE

Italian Aged Care Incorporated

27 March 2020

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

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

We are extremely grateful for the very positive nature of our residents and relatives, and the support that has been offered over the last couple of weeks. It has truly demonstrated the values we hold highly in our Villa Terenzio community and the often selfless determination of everyone involved to get through these testing times together – which we will.

As per my update on 25 March 2020 where we outlined actions that we have implemented, I can confirm that these are now all in place, alongside increasing staffing at the crucial times that the visitor ban has affected, such as mealtimes.

I received a suggestion in response to my last update which I believe will further reduce the impact for residents at this time. The suggestion was to record video messages from family and friends and transfer this onto a USB drive which we can then play to the respective resident using a laptop or through their TV. If a video message is not possible, then perhaps a series of photographs that we can arrange into a slide show.

If anyone would like to do this, please do so and drop a USB at reception labelled with the intended resident and we will ensure that your loved one will view this.

In the meantime, our best wishes to you all to stay safe and well; please contact us at your convenience should you need any further information in relation to our response at this difficult time.

Yours faithfully,



**Chris Roberts**

Chief Executive Officer