

VILLA TERENCE

Italian Aged Care Incorporated

25 February 2022

Letter to relatives, visitors and residents at Villa Terenzio:

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

I would just like to say to everyone who has been patient and understanding in the last week while visiting - thank you from all of the team here at Villa Terenzio, all the staff here are very appreciative of your support.

We have had a challenging few days and need to advise you all that we have had a Staff member who has developed Covid-19. This staff member last worked on Sunday the 20th and had a negative RATs test this day. This person has not been at work since this time, and is now in isolation for 7 days and will return to work following a negative result.

We also have had a very close call with 2 relatives who visited a family member. Later they advised us they were close contacts of a positive covid-19 case. The resident was PCR tested and it returned a negative result.

Because of the very high chance of our residents now becoming infected we have made another change from **Monday 28th Feb**

- All visitors must produce a negative RATs test prior to gaining entry. For daily visitors this means a RATS test must be completed **every 72hrs or 3 days** or according to advice from front of house staff.
- Must continue to wear a surgical mask when visiting above the nose and below the chin. This must not be removed while you are in the resident's room.
- Don't visit if you have Covid-19 symptoms or have been a close or casual contact.

All residents are entitled to an allocation of RATS which are available from your local pharmacy. These may be used for you to complete your RATS test required for entry. If you have already collected them and gave us them our front of house staff will give you a RATs test. We will provide for our residents.

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Also because of the increased exposure sights locally we would like you to consider not taking your family member to Coffee shops or shopping malls at this time. This would reduce the risk to everyone.

I would like to advise you all that we are being very strict and the reason for this is because we have around 14 residents who are not vaccinated at all. This is their choice and because this is not mandated we must respect theirs and their families' decision. We also have a few residents who have refused to have a booster shot. We want to protect everyone as best as we can.

I am sure that you all understand this and I really do appreciate your support. Please e-mail me on j.halleron@iaci.com.au or Hardev Singh at hardev@iaci.com.au

Yours faithfully,

Joy Halleron
Chief Executive Officer