

VILLA TERENCE

Italian Aged Care Incorporated

10th May 2022

Letter to relatives, visitors and residents at Villa Terenzio:

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

Dear all,

We remain an outbreak facility for Staff only as another staff member tested positive today. With over 12,000 cases in the Community today this is not surprising. All the residents remain negative at this stage. Staff are extremely vigilant and are very much adhering to all our Infection Control Principles. We are reminding everyone the importance of hand hygiene and of the wearing of the Masks properly above the nose and below the Chin. As stated in our Zoom meeting last night please keep your mask on when visiting your loved one in there room, this is very important. Thank you so much for supporting this process and for trying so hard to protect all our residents. Clinipath has completed PCR testing for all residents today, Results will be back tomorrow. You will be advised individually if we have any concerns.

If anyone has some time can you please log on and complete the on-line questions for the Quality and safety Commission for our up and coming full re-accreditation.

This is the link <https://www.agedcarequality.gov.au/consumer-feedback>

The Code is 7088.

Or phone on 1800 951 822 (press option 2) and leave feedback.

I am having a few day's leave and will be back at Villa Terenzio on Monday. Hardev Singh Residential Services Manager will be in contact with me if necessary. Please contact Hardev on 9734 0222 or e-mail him at hardev@iaci.com.au if you have any concerns. Zoom meeting on Monday at 1700hrs

Yours faithfully,

Joy Halleron
Chief Executive Officer

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Current restrictions due to COVID-19

On- Going

1. All visiting takes place between the hours of 0900-1700hrs. Outside these times are only permitted by appointment and prior arrangement.
2. All visitors must complete on-site RATs test prior to entry daily.
3. Limit of two visitors - 1 twice a day or 2 once a day.
4. No one under the age of 12 years old can visit the facility.
5. Visitors must only sit in the Residents room for their entire visit and can only visit one resident per visit.
6. Or organise your garden visit with the RN's.
7. Residents who leave Villa Terenzio must comply with our return directive and wear a surgical Mask at all times.
8. Relatives must leave by proper entry and exit doors.

CONDITIONS OF ALL VISITING (until further notice)

Visitors will only be able to enter our premises if they:

- Have evidence of Double Covid-19 vaccination or medical exemption. Proof on ServiceWA app or paper evidence with photo ID or Medicare Card.
- A Negative RATs test and have no symptoms
- Must wear a **surgical mask** above nose and below chin at all times.
- Must be respectful and non-threatening to any staff member

CONDITIONS OF SOCIAL LEAVE (until further notice)

We respectfully ask that you adhere to all infection control principles if you take your loved one home for Social Leave.