

# VILLA TERENCE

Italian Aged Care Incorporated

11 March 2022

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

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

Dear all,

Unfortunately, we have had a positive case of Covid-19 detected in one of our staff. We are now dealing with a possible exposure and are waiting on PCR results. This Staff member has produced a positive RATs this morning and she was working in Casa Cabrini level 2 yesterday however, she produced a negative RATS test yesterday.

One Resident has had symptoms from yesterday and has produced 2 negative RATs and we are awaiting on PCR Result's. All Residents on level 2 had a PCR this morning these results may take up to 48hrs. However, they all produced a negative RATs when tested this morning. We have commenced our Covid-19 Management Outbreak plan and confident in our processes. We have informed the Department of Health and we will be following their instruction and advice.

All areas have now been fully isolated. All Staff have commenced wearing PPE and Donning and Doffing stations have been established on level 2 as per our plan. Villa Terenzio is **closed to all visitors till Monday AM. Exemptions to this are families of loved ones who sadly are at their end of life stage.**

All residents in all areas will be remaining in their own houses with a full staff compliment to meet all their personal and social needs. Please if you can refrain from phoning us. I will e-mail you all with a Zoom request for 4.00pm today for further up-dates. Please be reassured that we are making sure your loved one is safe and that we are adhering to all advice given to us.

Yours faithfully,

**Joy Halleron Chief Executive Officer**