

VILLA TERENCE

Italian Aged Care Incorporated

17th March 2022

Letter to relatives, visitors and residents at Villa Terenzio:

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

Dear all,

An up-date on our current situation today - We have been advised that we are now from 1800hrs on 15th March a "outbreak" facility. This is because we have had more than 5 Staff become Covid-19 Positive in the last 7 days. All staff are isolating as per government requirements. For this reason, today we have had to RATs test all residents to determine if anyone is positive so we can commence isolation quickly. All results are negative.

We are liaising with the Department of Health and the Aged Care Quality and Safety Commission – they stated today they were happy with our Outbreak Management process and thanked us for reducing visitors' numbers and commencing RATs in a timely manner.

However, they did inform us that they will be sending a team on Friday this week to complete PCR tests on all our residents as this is the most definitive testing process. Today so far, no residents have any symptoms. We have though decided to remain with one visitor per day due to our Outbreak status – this decision is supported by the Dept and Quality Commission. For your information Advocare are available for independent support and advice on 9479 7566.

Tina McPhail Clinical Nurse and Hardev Singh Residential Services Manager and I will be available for questions on Zoom at 1730hrs today. We must keep our Masks on unfortunately and we are sorry if the sound is a problem for some people. We are going to try and resolve this and appreciate if you tell us if there is any problems. We will send you out an invite.

Thanking you for all your kind words and positive feedback too - it really does boost our and all our staff's morale.

Yours faithfully,

Joy Halleron Chief Executive Officer

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Current restrictions due to COVID-19

From 0001 hours, 16 March 2022 onwards

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 one visitor per resident per day.
4. No one under the age of 12years 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. Residents who leave Villa Terenzio must comply with the public health directions and that includes wearing a surgical mask

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.
- Must wear a **surgical mask** above nose and below chin at all times.

CONDITIONS OF SOCIAL LEAVE (until further notice)

We strongly advise against residents taking social leave at present.