

# VILLA TERENCE

Italian Aged Care Incorporated

7<sup>th</sup> September 2022

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

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

Dear all

At this stage we remain free from any Covid-19 virus at Villa Terenzio. We believe this is not just down to the lower numbers in the community but because of the strategies we have implemented to reduce overall risk. Our thanks must go to Hardev Singh Manager of Care Services and Tina McPhail our Clinical Nurse Manager - they both studied hard to achieve their Infection Control Management status and have used their knowledge to benefit everyone's lives who live, work or visit Villa Terenzio. We are aware that at any time we can have an outbreak and always follow best practice linked to our Management outbreak plan. We always follow Department of Health directives and we are supported by a team externally who assist us with any complex concerns. A big thank you to our Board also who support us providing excellent governance in ensuring we provide safe, quality Care services. Biggest thanks to our staff who have remained dedicated & up-beat at all times no matter what changes have been implemented.

Thank you all for supporting us with when visiting in adhering to all the changes – it's very much appreciated. We are now slowly reducing our barriers to visiting to ensure continued safety. From Tuesday 6<sup>th</sup> of September we are now allowing visitors to sit in the lounge areas also as well as bedrooms and gardens. All residents are able to go out for any length time and overnight. We will complete a RATs test 24hrs after they return and will only isolate if any signs and symptoms of Covid-19 are noted. If residents are husband and wife remember they can have 2 x visitors each but we ask for it to remain 2 at a time. If you have a celebration coming up and would like to have more people attending at one time then we can accommodate up to 5 people in a socially isolated area – but please contact your Clinical Nurse to make an appointment for this occasion to occur.

Yours faithfully,

**Joy Halleron Chief Executive Officer**

# VILLA TERENCE

Italian Aged Care Incorporated

## Current restrictions due to COVID-19

*From Tuesday 6<sup>th</sup> September 2022*

### All Villa Terenzio – 2 visitor's per day

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. If Husband and wife both can have 2 visitors per day at separate times
5. Under 12's can visit - over 5 months Flu vaccination and over 5 years 2 x Covid -19 vaccination or evidence of exemption
6. Visitors to remain isolated from other residents and families. Visit in bedroom, lounges or garden area but not dining room please.
7. Visitors must not remove their masks at any time.
8. Residents who leave Villa Terenzio must comply with our return directive.
9. Remember we are a **Non-smoking site** including the Car Park and Gardens.

### **CONDITIONS OF ALL VISITING (until further notice)**

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

- Have evidence of Double Covid-19 & Current Flu vaccination or medical exemption. Evidence required 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
- Refrain from harassing or demonstrating any form of aggression towards staff

### **CONDITIONS OF SOCIAL LEAVE (until further notice)**

Residents can leave go on Social leave even overnight. Will not be isolated but will have a RATs test completed 24hrs after returning.