

VILLA TERENCE

Italian Aged Care Incorporated

13th June 2022

Letter to relatives, visitors and residents at Villa Terenzio:

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

Dear all

Today we can now confirm that we have 16 active residents with Covid-19 at Villa Terenzio –

- 12 residents in Special care.
- 3 Residents in House A
- 1 Resident in House D

We also have 2 further Staff Members who have also become positive today who worked in Special Care.

Three residents will come out of Isolation tomorrow. The good news is that following a “Deep Clean” of Level 1 Casa Cabrini then outbreak will be declared over on this level. Well done to all the Staff who worked with us on Level 1 during this time period they all did a remarkable job and we are really proud of them all. Thankfully all residents have recovered well in this area. Clinipath will PCR test the facility on Wednesday. Changes that we put in Place last week will remain in place at this time -

- All Residents who have now had Covid-19 and are out of Isolation can have outside Social visits.
- All areas will remain Essential Visitor’s only
- No Social Outings for residents in Red Zones which is Special Care Unit, House A & D.

Residents with no signs or symptoms can also leave the facility on Social leave with the following return obligations:

- That if under 2 hours RATs test the following day
- That if more than 2 hours remain isolated with PCR test and Isolation till results are negative

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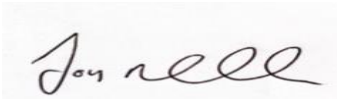
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Please note that the facility does remain officially closed at this time and this will be reviewed with information we receive from the Department of Health later this week. **The Next Zoom Meeting will be on Thursday 16th at 1700hrs.**

Just a gentle reminder that the purpose of these meeting's is for our team to answer any Covid-19 related questions. If you have any concerns about a particular personal issue related to your family member then please follow our usual process for raising any concern or complaint. Respectfully you can e-mail the Clinical Nurse who is attached to your loved one's area, you can phone them or you can complete a "Feedback form" - these are displayed in all areas' and can be placed in the Silver box which is emptied a few times a week. Also you can e-mail me at j.halleron@iaci.com.au or your Manager of Residential Services Hardev Singh at hardev@iaci.com.au

Thank you everyone for all your kind wishes today on Zoom - it really does make a difference to get some lovely positive feedback.

Yours faithfully,



Joy Halleron

Chief Executive Officer

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Current restrictions due to COVID-19

From 0001hrs 11th June 2022

1. All visiting takes place between the hours of 0900-1700hrs. Outside these times are only permitted by appointment and prior arrangement.
2. **All of Villa Terenzio will remain Closed to all visitors apart from partners in Care.**
3. **Only “Partners in Care” can visit this is 1 person for up to 1 hour daily to assist with Mealtimes, personal care or emotional support.**
4. All visitors must complete on-site RATs test prior to entry daily.
5. No one under the age of 12 years old can visit the facility.
6. Please note visiting is only for a maximum period of 1 hour.
7. **Visitors must only sit in the Residents room for their entire visit and can only visit one resident per visit.**
8. Residents who leave Villa Terenzio must comply with our return directive and wear a surgical Mask at all times.
9. You must wear full PPE to attend to assist your loved one in SCU.

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
- Evidence of new 2022 Flu vaccine or relevant exemption

CONDITIONS OF SOCIAL LEAVE (until further notice)

Residents who are have had Covid-19 and recovered can go on Social leave. All other residents must adhere to return restrictions.