

# VILLA TERENCE

Italian Aged Care Incorporated

18<sup>th</sup> May 2022

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

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

Dear all

From today we have **reduced to 1 visitor per resident per day**. The risk to our residents has increased exponentially in the last few days. Today we had a few family members who visited and tested positive to RATs at our front entrance. We have also had another few resident's relatives who have contacted us to say they visited yesterday and have now tested positive to RATs. These relatives went to different areas of the facility and their loved ones are now in isolation as a precaution – initial RATs have been negative. All residents will be PCR tested tomorrow and we will advise you individually if we have any concerns. Today we also had another 2 staff test positive - these staff worked in Special Care and John Re.

**We ask that if you do have any symptoms at all that you do not visit Villa Terenzio.**

Any resident who leaves the facility for more than 2 hrs must isolate on return and complete a PCR test. Residents will have to isolate until negative result is received.

We strongly discourage any social leave at this time. We would really appreciate your support with these requests. A reminder that all Flu vaccination evidence needs to be demonstrated prior to the 31<sup>st</sup> May – or a medical exemption from a GP or Consultant.

This is the most challenging time with so many cases in the local community. We really appreciate all your support and assistance and thank you for supporting our front of house staff and for being patient with them at this time.

Yours faithfully,

**Joy Halleron**  
**Chief Executive Officer**

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## Current restrictions due to COVID-19

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**From 18<sup>th</sup> May 2022**

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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 1 visitor once per 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. Residents who leave Villa Terenzio must comply with our return directive and wear a surgical Mask at all times.
7. Relatives must leave by proper entry and exit doors.

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

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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
- From 31<sup>st</sup> May evidence of Flu vaccine or relevant exemption
- Must be respectful and non-threatening to any staff member

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

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Any resident who leaves the facility for more than 2 hrs must isolate on return and complete a PCR test. Residents will have to isolate until negative result is received. We strongly discourage any social leave at this time.