

VILLA TERENCE

Italian Aged Care Incorporated

19th July 2022

Letter to relatives, visitors and residents at Villa Terenzio:

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

Dear all

Following yesterday's PCR testing we have had another 3 resident's test positive today in the Nursing Home which takes us up to 14 positive Cases. We also still have only 1 positive resident in House A. All residents are symptomatic and most have a cough and all have been commenced on Anti-Viral medication. We also have an increase in staff cases with 8 staff positive. As the omicron wave is intensifying in our local Community a decision has been made tonight that has been supported by our Governance board to keep our restrictions to "Essential Visitors only". As you all know Essential Visitors means the following:

- Partner in care – a person who has a close and continuing relationship with the care recipient and provides aspects of regular routine care and companionship (meal time support & hands on care support)
- Named visitor for Companionship (emotional Support - not daily)
- Palliative Care support

Only 1 visitor once a day for no longer than an hour please. We are putting these restrictions in place to give us some more time to determine if this highly virulent strain has moved to other areas' in our facility. We will review all our results on Monday 25th July following full PCR testing on Sunday.

I am sure that we can review the situation and increase visitation on Monday, please support us at this time and protect our beautiful residents. I would also ask that no residents leave the facility unless for medical appointments due to the predicted peak in the extended community in the coming week. Zoom on Monday evening at 1700hrs. Thank you all for all of your support it is truly appreciated.

Yours faithfully,

Joy Halleron

Chief Executive Officer

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Current restrictions due to COVID-19

From Tuesday 19th July 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 of Villa Terenzio will remain Closed to all visitors.**
3. **Only "Partners in Care" can visit this is 1 person for up to 1 hour daily to assist with Mealtimes or personal care. Emotional support not daily.**
4. All visitors must complete on-site RATs test prior to entry daily – exempt for 28 days after first day of diagnosis if been previously diagnosed with Covid-19
5. No one under the age of 12 years old can visit the facility.
6. **Visitors must only sit in the Residents room for their entire visit and can only visit one resident per visit.**
7. Residents who leave Villa Terenzio must comply with our return directive and wear a surgical Mask at all time.
8. You must wear full PPE to attend to assist your loved one in Nursing Home
9. Please sign out and leave at the main entrance in NH on Kent Road

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 should only be leaving for essential Medical appointments.

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*Providing an excellent standard of care within a cultural and spiritual community through integrity,
acknowledgement, compassion and commitment.*