

VILLA TERENCE

Italian Aged Care Incorporated

20 Feb 2022

Letter to relatives, visitors and residents at Villa Terenzio:

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

Dear all,

The WA Government have introduced Level one public health and social measures from tomorrow 21st February this advises us that visitation at residential aged care facilities limited to 4 visitors per patient/resident per day. However, since we are deemed to be a “code Orange” which means we are a Geographical area of concern then there will be no changes from my last up-date.

As part of our daily outbreak management meeting, we discuss all changes, updates and instructions from Commonwealth and State government, and we make changes if necessary. The most important changes in the future will be if we move into a Level two public health directive or if we have a confirmed outbreak at Villa Terenzio (Code Red). We will adhere to the Department of Health (DOH) Covid-19 Residential Aged Care Facilities guidelines and DOH advice.

I have been e-mailed a few questions this week by concerned residents’ relatives and I would like to reassure you all the following: That if we have an outbreak, we will be following DOH advice and following the Industry Code for visiting residential aged care facilities during Covid-19. Hence decisions regarding treatment and/or transfer to hospital for your loved one will be made on a case-by-case basis. Most residents will receive care within the facility and all efforts will be made to facilitate this wherever possible.

Our main priority will be trying to prevent the spread of Covid-19 in our facility, and we will try and balance this with the residents’ social lives. We will respect their physical and mental health needs especially in line with access to residents’ close families. In a Code Red situation Partners in Care will have access which is one designated family member. This person will “normally” be already supporting their loved one with meals or personal hygiene – Partners in care are prioritised for our residents living with dementia.

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Extract from Guidelines

“Essential visitors: are people who provide one or more of physical, social and emotional support to a resident. This may include people who provide personal care, people who support residents with mental health concerns, dementia or cognitive impairment or other support. Essential visitors can also be known as ‘partners-in-care’.

“Non-essential visitors: those who are not usual partners-in-care or who are unvaccinated may not attend residents who have had a high-risk exposure or who are cases. This group may be permitted as visitors through contactless visits. Where possible these visits should occur outdoors or in an area with significant natural ventilation”.

At Villa Terenzio exemptions always apply for compassionate reasons, end of life visits will always be facilitated and respected.

Level 2 and Code Red will mean any support person must be fully vaccinated, are willing to wear appropriate PPE, take a RATs test on entry, follow directions from facility lead staff to be allowed to visit affected residents in their rooms. However, if an essential visitor is not fully vaccinated, other measures may be considered to allow that person to continue visiting and supporting the resident affected.

This last week has seen many changes which includes the following:

- We have minimised staff contact by closing the main staff rooms and ensuring staff work in the same area and have their breaks in this area
- We have commenced minimising foot traffic by cancelling all un-necessary improvements, ceasing day therapy, Stopping Community Chapel visitors and commencing bedroom visits only for visitors
- We have improved screening by commencing 72hr RATs testing of staff and ceasing all Agency staff and daily testing of staff who have 2 jobs or more
- We have identified all donning and doffing stations and have all outbreak PPE stations ready with all necessary PPE
- Staff are all aware of what is expected in the event of an outbreak

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We are now continuously training and educating all our staff with the support of our Infection control specialist Clinical Nurses.

Please note that the Residents, Relatives meeting on the 1st of March is cancelled - we will send out our new newsletter instead. Remember you can use the Feedback Forms to send us concerns and pop into the feedback boxes.

In the coming Week

- We will be establishing all entry and exit points and finalising Staff in set areas to provide continuity of care and reduce transmission risk.
- Continue with set meetings and training of all staff to adhere to state and national guidelines.

Can I remind all residents relatives that you please advise of the 1 person from your family who is to be updated in the event of a Code Red outbreak. Many of you have not contacted us yet with this very important information. Please e-mail reception@iaci.com.au as soon as possible.

If you have any concerns, please contact Hardev Singh Residential Services Manager or me on 9247 0888 or e-mail j.halleron@iaci.com.au or hardev@iaci.com.au

My leadership team and all the heads of departments are working respectfully and diligently to answer any questions you have in person also. We appreciate your patience with us at this challenging time for everyone

Yours faithfully,

Joy Halleron
Chief Executive Officer

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Current restrictions due to COVID-19

From 0001 hours, 21st February 2022 (until further notice)

1. All visiting takes place between the hours of 0900-1700hrs. Outside these times are only permitted by appointment and prior arrangement.
2. All residents can have 2 people visit daily. Either 2 single visits or one visit with 2 people.
3. No one under the age of 12years old can visit the facility.
4. Visitors must only sit in the Residents room for their entire visit and can only visit one resident per visit.
5. Residents who leave Villa Terenzio must comply with the public health directions and that includes wearing a mask.

CONDITIONS OF ALL VISITING (until further notice)

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

- Have evidence of Double Covid vaccination or medical exemption. Proof on ServiceWA app or paper evidence with photo ID or Medicare Card.
- 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.