

VILLA TERENCE

Italian Aged Care Incorporated

26th 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 the Facility is now closed to all visitors due to an increase in our Covid-19 positive residents. Today we have the following:

- ❖ 5 residents on Level 1 Casa Cabrini Positive - 1 resident will come out Isolation tomorrow
- ❖ 1 resident on Ground Floor Casa Cabrini Positive
- ❖ 1 resident in House A positive

All residents are or have been symptomatic and some have a cough but all are doing really well and are not too un-well. Staff have been fantastic and very supportive and are staying in their PPE and Donning and Doffing as needed. This is a time consuming process and the staff must be very tired after working all day – we are so grateful to them all.

You can visit your loved one even if they are Covid-19 positive, but you must attend as a “Partner in Care” only. You must be attending to provide support either with Mealtimes, personal care or essential emotional support for your loved one. We ask that you stay only for a maximum of a 1 hour period. We do really appreciate if you are coming in as a Partner of Care as this will help the staff and allow them to spend more time with residents who need more assistance.

We ask that you do not visit unless you are coming in to support your loved one. 1 family member per day and we would appreciate if this was the same family member but we know this may not be possible. If it then can only be 2 regular family members that visit alternative days –that would assist in reducing level of transfer.

If you are visiting please give yourself plenty of time as you need your RATs test and if you are going to visit Casa Cabrini you need to Donn your PPE in the front of the entrance to Casa which takes time also.

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When visiting Casa Cabrini you need to ensure when you are leaving that you don your PPE appropriately. If you need some advice or assistance the RN will help you. Please remember now to sign out outside that area and leave through the rear entrance and not to return via front reception.

This is the time that we really need your support. We have been preparing for this eventuality for a very long time. This virus is highly transmittable by breathing in air from when close to an infected person who potentially is exhaling small droplets and particles of the virus. It is very easy to get infected and hence we wear protective equipment and keep our social distance. **Hardev, Tina and I would like to ask that you do not visit now unless you are coming in as a true “partner in Care”**. If you are only coming in to provide emotional support then please only come every alternative day at this time for a maximum of 1 hour.

We are officially in Lockdown and Closed until Thursday the 2nd of June 2022. On this day we will meet and review as a Leadership team. Prior to this time we hope to come out of this “outbreak” and return to a more normal lifestyle at Villa Terenzio. No residents are to go out on Social leave and will only be able to go out for medical appointments.

If there is any changes we will be phoning you - please trust that we are looking after your loved ones and that we do need your help with Support if you can attend to assist. We will have the next Zoom Meeting on Monday 30th May at 1700hrs. I will also up-date you before this time if we have any further news for your all.

Once again thank you from the bottom of our hearts for your support and for your kind words about our staff.

Yours faithfully,

Joy Halleron
Chief Executive Officer

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Current restrictions due to COVID-19

From 25th May 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.**
3. **Only “Partners in Care” can visit this is 1 person for up to 1 hour daily to assist with Mealtimes or personal care**
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 Casa Cabrini

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

CONDITIONS OF SOCIAL LEAVE (until further notice)

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.
