

# VILLA TERENCE

Italian Aged Care Incorporated

27<sup>th</sup> March 2022

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

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

Dear all,

All our results for residents came back negative for PCR on Thursday PM as you all know we reverted back to 2 Visitors per resident per day, or 1 visitor twice per day. We had moved out of our "outbreak" Situation as most staff who had become positive were now Asymptomatic or still isolating at home. Many Staff have returned to work as per Government guidelines and are no longer infectious.

Unfortunately from Friday we have once again had an up-tick in staff who are either symptomatic or are in fact positive to RATs and are awaiting PCR results. These staff have mostly worked in the Special Care Unit or John Re. The benefit of this is that we can isolate separate areas where there is an increased possibility of our residents becoming positive to Covid-19. For this reason the following will occur from **0001hrs 28th March 2022**. This is because we are now an Exposure site.

### **John Re and Special Care Unit**

Visitation in both these areas are now **reduced to 1 visitor per day**. All residents will be PCR tested and the Department of Health team are coming in to support this process tomorrow morning. We have no residents at this stage with any signs and symptoms but we have staff who are now positive to Covid-19 and were working in both these houses. As some of this just changed this PM only SCU were RATs tested today, they were all negative.

### **Casa Cabrini all levels, Villa's and Nursing Home**

All Villas A-D and Ground, Level 1, Level 2 and Nursing home will all remain with 2 visitors per day unless the Department of Health advise us otherwise.

Changes can occur at short notice and if you turn up for a visit and we have reduced visiting limits then we cannot allow you to enter. Always if we have someone who is sadly nearing end of life then respectfully visitors will be able to attend no matter what the limits are.

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The other issue we are having is unfortunately a few visitors have been once again removing their masks while on the premises. This is upsetting the staff as they are having to put up with negative verbal feedback when they approach these people.

Today was just a poor example of some visitor's lack of insight into how this highly contagious virus spreads. I have reassured my beautiful dedicated front of house staff that we will not tolerate verbal aggression in any form anymore. If you refuse to wear your mask as per expectation then we will have to ask you to leave immediately. Also if you have an exemption not to wear a mask then we require that you present to us the original printed copy of this exemption with the GP's signature and details. It is just not appropriate at all to raise your voice and shout and demand that my staff break the rules. Please be patient and respectful and understanding.

## **Government Up-dates**

If you have had Covid-19 and now have no signs and symptoms and are passed 7 days isolation you do not need to complete a RATs test on entry for 12 weeks. Please advise the staff if this is the case and they will add this to your visitation information sheet. We will then remind you when you need to commence RTs testing on entry again – would be helpful if you could remember also.

The Australian Technical Advisory Group on Immunisation (ATAGI) have advised us that our residents will require a COVID booster before winter, but at least 4 months from their last vaccine. They have also stated that they can have this booster at the same time as their yearly Influenza Vaccine. We will advise you as to when this will occur. Also we will up-date you on when all visitors will be expected to be vaccinated too. **Reminder Zoom Tomorrow 1700hrs will send you invite.** Thank you everyone.

Yours faithfully,  
**Joy Halleron Chief Executive Officer**

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## Current restrictions due to COVID-19

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*From 0001 hours, 28 March 2022 onwards*

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### **John Re and Special Care Houses only – 1 visitor per day**

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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 one visitor per resident per day.
  4. No one under the age of 12years 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 the public health directions and that includes wearing a surgical mask
  7. Relatives must leave by proper entry and exit doors and not VIA Staff room.
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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.
  - Must wear a **surgical mask** above nose and below chin at all times.
  - 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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We strongly advise any resident going out from our facility due to high Community transmission. We also ask that visitation times are kept to a minimal time if possible.

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