

# VILLA TERENCE

Italian Aged Care Incorporated

8<sup>th</sup> April 2022

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

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

Dear all,

All our PCR results for residents came back negative on Thursday PM as we informed you yesterday on our Zoom Meeting. We have been advised by the Department of Health that we are back in an “outbreak” situation again with more staff becoming positive to Covid-19. Unfortunately due to this all residents in the Nursing Home have to be PCR tested again tomorrow, we will advise you if any of your loved one’s refuse this test or obviously if they are positive. We should have those results on Sunday or Monday at the latest. No residents in Nursing Home are Symptomatic at this time.

The Unpredictability at this time has presented us with a few concerns particularly in relation to ensuring our residents safety. We have taken advice and to ensure we are doing the utmost to protect everyone **we will remain now until after Easter Monday at 1 visitor per resident per day.** We will review this on Tuesday 19<sup>th</sup> April as to whether we can at that point return to 2 visitors per day.

We are finding that many staff are becoming infected from their own Children particularly primary school age, babies and toddlers who also attend Childcare centres. For this reason also we remain with our current practice of Under 12’s excluded.

Please note that the Influenza Vaccine is now available and that it is Mandatory for all visitors to be vaccinated to gain entry into Villa Terenzio. Please get vaccinated as soon as possible and provide the evidence to our lovely team at the front of our facility.

The New visitors’ directions (no.12) direct us and state the following:

7. A person must not enter, or remain on, the premises of a residential aged care facility in the State of Western Australia if the person has not had an up to date vaccination against influenza unless:
  - (b) a vaccination against influenza is not reasonably available to the person; or
  - (c) the person has a documented medical contraindication to the influenza vaccine.

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The feedback this week from the staff on the floor has been up-setting to say the least. Some staff have reported to us that they have felt intimidated and even threatened by a few residents' relatives. I have been totally dismayed by some of the comments and the witnessed behaviour of some visitors this week. Hardev and I have looked at some camera footage and it confirmed the staff's concerns. Some examples are really disappointing;

- Hugging other residents other than their own family member
- Sitting at the table with up to 8 other residents and moving all their walking frames without any hand hygiene in between
- Visiting other residents in their rooms while walking in or out of area
- Sitting in lounge and dining areas disregarding that residents are already sitting in this area - including the garden and pergola areas
- Standing over staff and being physically threatening
- Removing masks and being in staff's personal space with no mask

The other issue is that when visitors are approached by staff to advise them many relatives are being not only dismissive but are verbally aggressive and to be honest just overall disrespectful. For this reason we have taken some advice and can say that we believe most family members would be horrified to be made aware of this and they would want their loved ones protected and our staff. Hence we will be asking people to leave and will consider potentially excluding these people from visiting Villa Terenzio. This would not be good for the perpetrators family member who resides with us but we will **no longer tolerate any form of verbal or physical aggression towards our staff.**

*To everyone who passes on your good wishes to our staff "Thank you" from all of us here at Villa Terenzio we truly from the bottom of our hearts appreciate your feedback.* Zoom on Monday at 1700hrs - link to be sent on Monday.

Yours faithfully,

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

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## Current restrictions due to COVID-19

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*From 0001 hours, 8<sup>th</sup> April 2022 onwards*

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### All Areas within Villa Terenzio – 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 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. Masks must not be removed even in the room.
6. Residents who leave Villa Terenzio must comply with the public health directions and that includes wearing a surgical mask
7. All visitors must leave by proper entry and exit doors and not visit other residents

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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. Do not take a resident to the park to meet with other family or friends.

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