



December 20, 2021

Dear residents & family members,

Re: Outbreak (18.12.21) – Update #2

We are pleased to report that no residents have exhibited any Covid symptoms whilst we await Covid test results for the Waratah residents.

Testing of all other residents in the service will hopefully take place on Wednesday, if NSW Health can secure a booking for us.

We are encouraging all staff to seek out surveillance testing as a precaution. This is in addition to all staff undertaking supervised Rapid Antigen Testing prior to every shift.

Unfortunately, another staff member has tested positive which was unrelated to the first case and this will impact the Honeysuckle suburb as well as Waratah wing. The staff member last worked on Friday 17th December and contact tracing is well underway with a number of staff sent for further testing. The staff member did not have symptoms whilst on duty and was wearing a mask.

For any outbreak in an aged care facility, it is a requirement of the Public Health Unit that the facility remains in lockdown which sadly includes the Christmas period. Whilst this is very disappointing it is necessary as our resident's health and safety is our priority. The escalation in our local community is increasing the risk to every aged care service and business in our region. The flow on effects are many and complex, so we welcome working alongside our local health district, NSW Health and the Commonwealth to support all that is required to further prevent the spread of Covid-19 within our service.

To protect residents and the community we have moved to further restrictive measures. This means that no general visiting will be allowed to enter the facility at this time, however in the event of a sudden deterioration of a resident's condition or palliation a family member will be invited to be with their loved one.

We understand it will be distressing to not share Christmas with your loved one in the usual way and also inconvenient by not being able to present our gifts personally. If you would like to deliver a gift, please follow this process.

- Gifts to be dropped off by noon on Thursday 23rd December and only during office hours.
- All gifts must be presented to us in a plastic bag with full name, suburb and room number.
- Gifts to be sanitized at the front door before leaving it for a staff member.
- Ring the team at Reception on (02) 4935 0300 to advise the gift has been dropped off and to ensure the security of the gift.

With regards to FaceTime and Zoom calls, we are not able to offer appointments at this point as all available resourcing is being directed to meeting the direct care needs of every resident. We hope to have an appointment schedule set up as soon as possible to support resident communication, particularly over the Christmas period. Please be patient and bear with us.



If you wish to access Emergency Leave we can assist you with a minimum of 1 week which will allow you to take your loved one from the facility and remain in your care. This will not affect other usual leave arrangements and your place at Maroba will remain secure, however if your loved one is in the Honeysuckle or Waratah suburb, emergency leave is not an option at this stage. To find out more about Emergency Leave, please copy and paste the following link into a browser.

<https://www.health.gov.au/resources/publications/coronavirus-covid-19-information-for-permanent-aged-care-residents-emergency-leave>

Our updates are only being sent to immediate family members so please keep an eye on your emails. Please forward to family and friends as our updates are not being posted on FaceBook.

All excursions are cancelled, except for those relating to Medical appointments. Please contact the RN to discuss this further, if required.

If you are not comfortable with our arrangements, you may also enlist the support of

1. Older Persons Advocacy Network (OPAN) on 1800 700 600
2. The Aged Care Quality and Safety Commission on 1800 951 822
3. Senior Rights Service 1800 424 079

As news comes to hand we will endeavour to update you in the most timely way possible. And of course, if you do need to call the facility, we will endeavour to connect you to the person best able to support your enquiry. Please be patient as we are managing a high volume of calls.

Given the escalation of community cases we encourage you, in spite of our Premier's guidance to wear your mask, stay socially distanced and seek out businesses and services that have a QR code. Above all, book in for your vaccination booster as soon as you are eligible and get tested if you have the mildest of Covid related symptoms. By the way, if your loved one has not received their booster it is not too late to provide your consent. Once the form is received and your loved one becomes eligible, we can then administer the booster shot as soon as we have a supply of vaccine. The consent form is available under 'Forms' on our website.

You may not be aware, but we have been advised this morning that there are 30-40 aged care services that are now in full lockdown due to community transmission within their facility. This is placing unprecedented pressure on the health services and on the services required to support an outbreak in aged care facilities.

Just as you are concerned about your loved one, we know that our residents are equally concerned about you and your wellbeing, so we urge you to stay safe and keep your morale up.

Yours sincerely

CEO

MAROBA
58 EDITH STREET, WARATAH, NSW 2298
ABN 76 102 674 939

T (02) 4935 0300
F (02) 4935 0399
E ENQUIRIES@MAROBA.COM.AU

MAROBA.COM.AU
 [@MAROBA.WARATAH](https://www.facebook.com/MAROBA.WARATAH)
 [MAROBA](https://www.linkedin.com/company/MAROBA)