



December 24, 2021

Dear residents & family members,

Re: Outbreak (18.12.21) – Update #4

We are disappointed to report that only 2 resident's results have been returned whilst the results for all other surveillance testing (on Wednesday 22/12/21) for residents and staff across the entire facility remain outstanding. We are pleased that the 2 results are negative and there are NO residents in the facility currently exhibiting any Covid symptoms, which is great news.

Unfortunately we have no control over the time it is taking for results due to the high demand across the region. I have escalated our concerns about the delays to the Public Health Unit, NSW Health and the Commonwealth. We are at their mercy. When results are in we will send a brief e-mail to advise the outcome so please keep an eye on emails.

Unfortunately, a staff member in The Hill has tested positive to Covid-19. However the risk is deemed low as the staff member was not on shift for the entire infectious period and was wearing PPE. The staff member had returned a negative Rapid Antigen Testing on the morning of the last shift they worked at Maroba. The staff member returned a positive test on Thursday 23/12/21.

All staff continue to undertake supervised Rapid Antigen Testing prior to every shift.

As advised in Update #3, follow up testing for all residents and staff onsite has occurred today, Friday 24 December and is scheduled again on Wednesday 29 December, 2021. Residents living in The Hill, and staff will be tested again on 27 December.

The Health authorities have given us no indication of when Maroba will be out of lockdown and hence able to resume visitation. The high numbers of community transmission of Covid-19 in our area are of high concern and may impact this decision.

With regards to FaceTime and Zoom calls on Christmas Day, we have a number of calls to facilitate and we will endeavor to facilitate as many calls as we can within our limited resources. Please be aware that we may not be able to meet all requests, so please be patient and bear with us. If we are not able to connect you with your loved one on Christmas Day or other requested day, we will endeavor to connect you at some stage.

Remember, 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, however they are uploaded to our website as emails are proving unreliable.

A friendly reminder we have a dedicated email address for personal correspondence for residents. This is connect@maroba.com.au. I am sure residents would be delighted to receive a note and or some photos from their nearest and dearest and or friend. Correspondence is laminated and delivered to the recipient as soon as possible.

We will be keeping everyone informed and distributing updates as necessary over the Public Holidays so continue to keep checking your emails on a regular basis. As advised updates are also uploaded to our website if for some reason you are not receiving the emails.

Lastly, we know Christmas 2021 will be different, yet I do hope you manage to enjoy Christmas with as many family members as possible in a Covid safe way.

My thoughts are with you all at this time.

Yours sincerely



Viv Allanson

CEO

