



December 31, 2021

Dear Residents & family members,

**Re: Outbreak (18.12.21) – Update #5**

Maroba continues to remain in lockdown. Unfortunately, we have received notification that a resident in Honeysuckle has tested positive for Covid. A staff member, who was wearing all the required PPE, has also tested positive, however by virtue of their position, has had no contact with residents. We continue to diligently monitor all residents for symptoms and are pleased to report that at this time, NO other residents have exhibited any Covid symptoms.

As you are aware, testing has been occurring on site at Maroba for both residents and staff. Unfortunately, the results are taking more time than usual to reach us due to the high demand for testing in the region. We are still waiting for some results from the testing that took place on December 29 and 30th 2021 and staff are regularly checking for their arrival. Our protocols continue to require all Staff to undertake supervised Rapid Antigen Testing (RAT) prior to the commencement of every shift.

We continue to work with the Public Health Unit, NSW Health and the Commonwealth and meticulously follow their guidance.

We understand that while this is a distressing time, please be assured that our staff are working very hard to provide the best possible care for all your loved ones. As news comes to hand, we will continue to update you in the timeliest way possible. Of course, if you do need further explanation please feel free to call Maroba and we will endeavour to connect you to the person best able to support your enquiry.

Our updates are only being sent to primary contacts so please keep an eye on your emails and where necessary, forward them to family and friends as our updates are not being posted on FaceBook .

As you will be aware cases in the community continue to escalate. Today it has reached in excess of 21,000 new cases and it is anticipated this number will continue to grow in the coming weeks. We encourage you to book in for your vaccination booster as soon as you are eligible and get tested if you have the mildest of Covid related symptoms.

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

A friendly reminder to all that we have a dedicated email address for personal correspondence for residents which is [connect@maroba.com.au](mailto:connect@maroba.com.au). I'm sure residents would be delighted to receive a note and/or some photos from their friends and family. All personal correspondence is laminated and delivered to the recipient as soon as possible.

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 have a very safe New Year, especially if you plan to join community gatherings.

Yours sincerely

CEO