



16 January 2022

Dear Residents & family members,

Coronavirus Update #75

We have important news – Maroba's internal testing and surveillance system is working and has detected a positive staff member prior to the commencement of their shift. She did not have symptoms in the 24 hour period prior but had been at work. Also 1 resident **in the Lodge** is experiencing cold and flu like symptoms and is isolating in her room. The good news is all residents were tested with the Rapid Antigen Test kits today and all have returned a negative result. We will continue to monitor all residents and staff as we remain in the risk window for transmission of the virus, even though all other residents are not experiencing symptoms.

Unfortunately we must now limit resident movement between suburbs and have placed staff into a full PPE regime to prevent any potential spread of infection in the **Lodge**. This current exposure will impact visiting arrangements for residents in the Lodge so please ring in before attending for your planned visit.

I can advise that the Public Health Unit, Hunter New England Local Health District, The Department of Health and the Aged Care Quality and Safety Commission have been informed and have provided instruction to move to Lockdown.

After careful Risk assessment we are pleased to advise that Residents in each suburb in the **Manor** can continue to move about more freely and staff will continue to wear surgical masks and eye protection.

As the community transmission of Covid-19 is still high, for the protection of your loved one and staff, visitation **arrangements will not change for Manor residents** this week and next week, **however Lodge visiting arrangements will be on hold for now.**

To recap, the arrangements are as follows:

- Monday to Friday visits by appointment only. Please call reception on (02) 4935 0300 to make an appointment.
- Visiting times will be 9.30-4.00pm.
- Maximum of 2 visitors per resident. No children allowed.
- 30-minute visit allocation
- All previous screening requirements remain in place including full vaccination with the addition that proof of a negative RAT test has been completed just prior to your visit. E.g Photo of the test with name, date & time. RAT kits can be sourced from various outlets such as pharmacies.
- We ask you arrive 10 minutes prior to your appointment time to allow time for the screening process.
- Vigilant mask wearing will be required during your time at Maroba. We know it is very difficult at times to communicate with a mask however it is critical the mask always remains in place over your mouth and nose to keep everyone safe. A Maroba surgical mask must be utilised – cloth masks are unacceptable.
- Social distancing of 1.5 metres which means you will not be able to have personal contact with your loved one. Again, we appreciate how difficult this.
- Please do not visit if you have the slightest cough or cold/flu like symptoms or gastrointestinal symptoms; have been contacted by NSW Health as a close or casual contact; are waiting for the results of a Covid test or have been in contact with a confirmed close contact who is waiting on a test result

As advised previously, to help facilitate visitation when Rapid Antigen Test kits are in short supply in the community, Maroba has purchased some Kits. This is a temporary measure and as we have minimal supply, it will not be ongoing. We are on selling these kits at cost - \$15 each. We believe some of the chemists may be able to offer a cheaper price,



However we do not have the buying power of the larger chemists so are unable to offer the kits for less. To be fair to all, there will be a limit of 2 kits per person, paid for using electronic means – ie a credit card/debit card purchase.

Payment alternatives are

1. Prepurchase with credit/debit card details over phone
2. Purchase & pick up with credit/debit card at door

Please come to front doors between 9.00am and 4.00pm and a staff member will assist with the purchase/pickup. (Please ensure a face mask is in place).

As we would prefer testing to be done at home and not on site, tests are to be purchased from Maroba on the day prior (at the latest) to your visitation appointment so the test can be performed on the day of your scheduled booking. Note: as per last update please then take a photo of the Negative result with the date & time written on the surface and show to Maroba concierge when attending your appointment.

We would like to remind everyone that whilst the Omicron variant appears to be the main variant circulating in the community at present, the Delta variant is also still circulating. This is the deadlier variant and of course it can be particularly harmful for the elderly and most vulnerable, so please take care when out and about the community, not only for yourself but for others around you.

Whilst our staff continue to undertake a Rapid Antigen Testing prior to every shift and we ask all visitors, volunteers and contractors to do the same, this is by no means fool proof. The virus is circulating in large numbers in the local community and we expect, but hope not, to go into lockdown again at some stage in the future. So, please take advantage of this opportunity to visit your loved one. As visits are outside, please come prepared for the weather – bring a sun hat and sunglasses.

Once again, we ask for your patience and understanding during these trying times.

Please take care whilst out and about in the community as your wellbeing is very important to your loved one.

Remember

- Social distancing
- Mask & Eye protection
- Hand Hygiene
- Don't go out if you have even the slightest of symptoms
- Seek medical advice if you are unwell.

We look forward to seeing you all again soon!

Yours sincerely

Viv Allanson
CEO