



17 January 2022

Dear Residents & family members,

### Coronavirus Update #76

Whilst we have further lockdowns to report the good news is that there is no evidence of cold and flu symptoms among the residents in the Manor. All residents in **Waratah and The Hill** are undergoing Rapid Antigen Testing over the coming hours. If anyone does test positive the resident (where appropriate), will be advised and the nominated guardian will be contacted. For the safety of all the residents in Waratah and The Hill the Public Health Unit requires a lockdown of both suburbs and for staff to be in full PPE at this time. At this stage residents are not confined to their rooms, however this is likely in The Hill if a resident tests positive. Whilst this option would be preferable for Waratah in the event of a positive test it is unlikely to be successful for many of the residents residing there.

Once again surveillance testing of staff is working well for us in identifying positive cases thus we are able to assess the risk and take the necessary action to prevent further spread of the COVID-19.

The staff members did not have symptoms in the 24 hour period prior but had been at work. Also 1 resident **in the Lodge** who experienced cold and flu like symptoms over the weekend and is isolating in her room is now almost back to full strength, however Isolation will continue for the short term. 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 extend the limit on resident movement between suburbs in the Manor as well as the Lodge and have placed staff into a full PPE regime to prevent any potential spread of infection in the **Lodge and affected areas of the Manor**. This current exposure will further impact visiting arrangements for residents in The Hill, Waratah as well as the Lodge so please ring in before attending for your planned visit. To accommodate visitors for Nobbys and the Hill residents we will offer tables directly in front of the Manor entrance. I suggest you come prepared for all weather conditions.

NB: The opportunity to visit may change on very short notice if this current outbreak escalates at Maroba, so please do ring in before you attend for your appointment.

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 further Lockdown arrangements.

After careful Risk assessment we are pleased to advise that Residents in Nobbys and Honeysuckle 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 very high, for the protection of your loved one and staff, visitation **arrangements have change for some Manor residents, and all 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 12 years and under.
- 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,

To be fair to all, there will be a limit of 2 kits per person, paid for using electronic means – i.e. 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.

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 a full site 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.

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

Yours sincerely

Viv Allanson  
CEO