



18 January 2022

Dear Residents & family members,

**Maroba is in full lockdown from today**

Maroba is in lockdown from today after 4 residents in the Waratah suburb tested positive to COVID-19. Until further notice all routine visiting arrangements are cancelled for the entire site.

Due to staff exposures residents in The Lodge, Honeysuckle and The Hill are confined to their suburbs. Residents in these areas are not displaying any cold or flu like symptoms and are undergoing twice daily monitoring and are being tested for Covid in the appropriate timeframes using Rapid Antigen Tests and if positive a PCR test will be initiated. Today all RAT tests undertaken in Nobby's and Honeysuckle suburbs have been negative. To date no further positive tests have resulted in these suburbs.

Residents of Nobby's are also being monitored twice daily and for now are able to move about more freely.

All staff are wearing the appropriate personal protect equipment (PPE) for their suburb which can include, depending on where they are working either full PPE or the appropriate mask and eye wear.

We understand this news may be distressing and we understand your concern for your loved one. Rest assured the health and safety of all residents and staff is our priority.

All staff continue to undergo Rapid Antigen Testing prior to commencing shift which has worked well so far in identifying positive cases prior to staff commencing in their allocated suburb. Remember all staff are double vaccinated for Covid-19 with a number having received their Booster shot. Staff continue to book in for booster shots as they are due. Unfortunately, we are still waiting on the federally funded supply of booster vaccines for residents. We continue to follow up this issue as a matter of urgency and as soon as supply is available, we will be administering booster shots for all remaining consenting residents. I have also contacted our local member for support to get the remainder of our consenting residents vaccinated.

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 are providing support as needed.

**Please note**

- We will contact you directly if there is any issue of concern for your family member or the person for whom you are a carer.



- Family members of those residents who are palliating and who provide care support will still be able to visit Maroba under strict conditions.
- All team members have been tasked with identifying residents who may need additional emotional support to ensure we can arrange the best possible intervention for them. This may include special visiting arrangements following strict protocols to minimise risk to you, residents and staff.
- We encourage as much as possible for the residents of Waratah to remain in their rooms to try and avoid the spread of the virus. Due to the nature of the health conditions in this suburb this can be very difficult, but rest assured our staff are doing the best they can to protect the health of your loved one.
- The gym is closed, however we are endeavoring to keep residents active and engaged and in routine. We have re-deployed staff from other areas to assist with care support duties.
- Medical appointments except for residents of the Waratah suburb can still proceed. We ask that you book the first available appointment, remain in the car until it is time to see the medical professional, wear a mask and protective and regular eye wear, practice social distancing and good hand hygiene. The person attending with the resident must be RAT tested prior to leaving the facility.
- FaceTime and Zoom calls are available to connect with your loved one. To book please ring our Reception Team on (02) 4935 0300. If we are not able to connect you at the designated time, please be patient we will make the connection as soon as we can.

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

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

I can't stress enough the benefits of protective measures. The situation is escalating quickly within our community. Just as you are concerned about your loved one here at Maroba, we know that residents are concerned about you. Please stay safe.

Lastly, it would be no surprise to know that we are experiencing staff shortages in every area of our facility. Our phones are running hot, please be patient with us as we endeavour to answer every query as well as provide the appropriate care and service to all our residents.

Next update will be issued as soon as new information comes to hand.

Yours sincerely,

Viv Allanson, CEO