

22nd January 2022

Dear Residents and family members,

Thank you to the many families and friends of Maroba who have continued to stay in touch with us to encourage the care team and make enquiries regarding various issues. All such emails are being reviewed and escalated to the appropriate team members.

As planned the Booster Vaccination clinic did go ahead, I can report that all residents who received their Booster are doing well. We will continue to observe all residents for post injection side effects and treat symptoms if they arise. Linda Winn will plan for a GP lead vaccination clinic for any residents who were either not eligible due to covid or not due to get vaccinated in approximately 4 weeks' time.

Today at lunchtime most residents in Waratah suburb in the Manor were re-tested using Rapid Antigen Tests and I can report that 2 more residents have tested positive. All precautions including full PPE for staff continue and where possible Covid positive residents are supported to stay in their rooms.

Some residents, as their illness progresses, may exhibit symptoms which will be managed in consultation with each resident's general practitioner. All residents continue to be assessed frequently throughout each day and night.

All residents outside of Waratah suburb have had their morning clinical assessment and I can report that no one is experiencing any symptoms which is great news.

The Lodge area remains on alert due to recent staff exposures. Even though residents are being closely monitored for symptoms, Rapid Antigen Testing for Jacaranda residents is not indicated at this time. We are following recommendations from the Public health unit regarding frequency of testing.

I am pleased to say that over the past week I have observed several residents who would normally undertake a "solo" walk in the grounds doing just that... I quietly cheered them on not wanting to disturb their focus determination and quiet contemplation.

Also, during the vaccination clinics in each suburb across the Maroba site yesterday the International SOS team reported that they have not seen so many happy residents and staff since the rollout of vaccines began last year. They were impressed with our organisation of the program, the atmosphere within the service, the competence of staff and that there was a genuine calm across the facility. They gave us a score of 10 out of 10. I must say that to have external people come into Maroba at such a critical time and make such an assessment it made me very proud of our residents resilience and courage and that of our teams. They are doing a mighty job under great duress.



Our Family Liaison team is ensuring that communication with families of residents with Covid 19 is timely and supportive, as well as fielding other enquiries. Please be assured that if there are any changes in the clinical condition of your loved one, you will be contacted by a Clinical team member regardless of the suburb they reside in.

General enquiries should be directed to the enquiries@maroba.com.au email, so that they can be redirected to the best person to address your questions and comments. If your matter is of an urgent nature, please utilise the reception number 02 49350300. We have these communication options in place to ensure care staff are maximizing their time with care of your loved one, appreciating PPE practices and isolation arrangements do place additional demands on staff time. We do want you to be able access information so don't hesitate to reach out using these options.

Thank you to all our residents, families and friends for your patience and goodwill through these very challenging times. We all continue to bring our best to all in our care.

Please stay safe whilst out and about in the community over the weekend and especially at family gatherings and Bunnings.

Yours sincerely,

A handwritten signature in blue ink that reads "Viv Allanson".

Viv Allanson, CEO