

21 March 2022

Good morning residents, family and friends,

We hope you are enjoying the last rays of warm weather before autumn really kicks in and the winter woollies once more make an appearance. Whilst I love the sun, I also enjoy the change of season; the crisp mornings, blue skies and falling autumn leaves really are a delight.

The covid team met today to review our visitation arrangements and we have good news.

We can advise the following new visiting arrangements which are effective from Wednesday 23 March.

What has changed?

- All residents will be able to have an in room visit weekdays only - Monday to Friday from 10 - 4.30pm with **no appointment necessary**.
- Outside booked visits are possible for up to **two children with two fully vaccinated adults**. Appointments can be made via Reception as per normal. Children over 3 years are to wear a surgical mask at all times. People will be turned away if the visiting limit has been reached, so please check with other family and friends.

What has **not** changed?

- A negative RAT test taken on the day of visiting is still required (along with proof of vaccination) and is to be presented to our volunteer on concierge duty.
- A Maroba N95 mask is to be worn by all visitors whilst indoors and surgical mask outdoors.
- Only 2 visitors and 2 children per resident allowed in a 24 hour period.
- There is to be **no eating or drinking** on premises as this means you will be required to take off your mask. Yes this includes coffee and takeaways.
- No congregating in communal areas or using communal equipment. eg the coffee machines
- If your loved one is in a shared room please be conscious of density limits and if there are already visitors in the room, please ask a staff member to find another area for you to meet with your loved one.
- No change to weekend visiting unless by prior arrangement
- On-line excursion form to be complete if residents are to leave the facility for social or medical appointments.

Please note, the changes to visitation will heighten the risk of exposure to our resident community and you may receive an alert from Service NSW if you visit at the same time as someone who has since tested positive for covid. As mentioned previously, since the requirements for masks to be removed in the community we have been experiencing staffing

challenges due to staff being a household contact and or symptomatic for covid. As an example, last Thursday we had 10 staff advise us they are a household contact and today we

had 6 staff unable to attend.

With visitation resuming in house, we anticipate there will be more exposures at Maroba and we will manage these as per our risk matrix and in conjunction with the Public Health Unit. As has been the case previously, visiting arrangements may change and change quickly as a result. If you test positive to Covid please let us know so that we can quickly assess the risk to your loved one and to others. It was very disappointing last week to learn of a positive case by having to ring every person that had checked in around a particular time frame. The notice we receive from NSW health gives very little detail which requires extensive use of resources to try and track the person concerned. Again, this all takes time away from supporting your loved one. Please just ring us as soon as you have a positive test or if you exhibit symptoms since your last visit. **Our ability to remain open is in everyone's hands so let's all follow what is asked without sharing your frustrations or getting angry with our volunteers and staff.**

To other news:

Thank you to the families who have donated to our staff fund as a thank you for all the hard work of late. We have arranged for a food van for staff to come one day and a Mr Whippy van on another day, which the residents will also be able to enjoy.

As Flu season is nearly upon us we are asking family members who would normally sign for clinical matters for their loved one to please complete our online form so that when the flu clinic opens, we are ready to administer the vaccine to consenting residents. It is predicted that this year's Flu season will be severe especially for older people. Please act NOW!

With the change of season upon us and in room visiting possible, please take advantage of this opportunity to help your loved ones to have a bit of an "Autumn" tidy up and seasonal change of wardrobe.

Until next time.



Yours sincerely,

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

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