

31 May 2022

Greeting Residents, Family and Friends

Since coming out of Maroba's outbreak on 14/05, all consenting residents in the building continue to be tested for Covid twice weekly and I am very pleased to report everyone has returned a negative Rapid Antigen Test today. We continue this regime as we are very keen for residents to continue going on outings and reconnecting with greater numbers of family and friends. However, there are risks and already in the past 7 days we have had family exposures placing 2 residents into in room isolation. We are very grateful for the quick response from those 2 families to alert us in a very timely way. Staff are also reporting very promptly any symptoms and fully co-operating with our RAT regime which has in the past week identified 3 staff before entering the facility. Therefore, while cases remain high in our region we will continue with our current protocols for both staff and families.

- 1) Visitors will be required to wear a **Surgical Mask** always covering the mouth and Nose. **This means NO eating or Drinking during your visit.**
- 2) Two Vaccinated adults may now visit with a **child 2 years and under within the resident's room** for up to 30 mins between 10am and 4:30pm on weekdays. No appointment necessary. Check in using Coolguard in reception.
- 3) Residents are now able to **move more freely around the Manor and Lodge** rather than be limited to their building. Some across site programs are scheduled so that residents can catch up with friends in a Covid safe way. As for Bus trips it is best to travel within groups from the same building at this stage.
- 4) Outside visiting for up to 2 Vaccinated adults and 2 children. Children aged 12 and over must have received 2 Covid vaccinations. A surgical Mask must be worn throughout the visit and all attending including children, must be checked in using the QR code at the entrance of Maroba. Appointments required for all outside visits. Ph. 49350300
- 5) The requirement for evidence of a Negative RAT continues for both inside and outside visiting and if you are taking a resident out. It is highly recommended that other family attending a gathering with a Maroba resident to also undertake a RAT. A record of who attends such a gathering should be kept by the host in the event of a positive case emerging. Can we also ask even if you have a negative RAT test but still don't feel 100% to please delay your visit or outing. If you have recently had Covid please bring you medical evidence for RAT exemption.
- 6) **Visitors are strongly encouraged to receive the 2022 seasonal flu vaccine as soon as possible, if not for your own wellbeing but for the wellbeing of your loved one.** Note NSW Health has **not** issued a Public Health Order mandating the 3rd Covid Booster or Influenza. Two Covid vaccines are still mandated.
- 7) Register your intention to leave the facility using the online Excursion form at least 48 (business hours) before the outing. All residents can leave the facility whilst following **Covid safe measures** and remember the person completing the form is fully responsible for the safety of the resident whilst away from the facility. Sometimes there are delays and unplanned events in resident care areas so if your outing / Appointment is time critical don't hesitate to ring in earlier to ensure the resident will be ready.
- 8) Palliative care and Partners in Care visits continue as per current arrangements but please note you will be required to continue to wear the N95 mask.
- 9) Remember you must observe the green tick on Coolguard before proceeding. Check with a staff member if you have any issues with the Coolguard check-in. Also, double check that the correct name has come up to ensure a valid check in so that if contact tracing is required we are on the front foot not running behind.
- 10) Whilst we have no capacity to offer routine concierge services on weekends at this stage, we are very mindful that some families live some distance away so may wish to contact us to make arrangements outside what we can routinely offer.

We are happy to have that conversation or receive your enquiry via e-mail enquiries@maroba.com.au

On a slightly different note, however still on the Vaccination theme... It's time to consider your Pets when they visit Maroba. Given our human Vaccine record Keeping we realized that with so many pets visiting it is time to ask for proof on annual vaccination of your furry friends.

Vaccinations and regular health checks are vital for checking your pet's health. It can sometimes be difficult to detect significant disease in pets. An annual health check is recommended which can often be combined with vaccinations or other routine procedures to ensure your pet stays healthy.

Vaccinations provide immunity against viruses that are difficult to treat and can be severely debilitating or even fatal to an animal. Some Animal borne diseases can impact humans thus the requirement for Pet Vaccines.

Dog Vaccination are recommended as follows:

Canine Parvovirus
Canine Distemper
Canine Infectious Hepatitis
Kennel Cough (Bordetella Bronchoseptica and Parainfluenza Virus)

Cat Vaccinations are recommended as follows:

Feline Panleukopaenia
Feline Calicivirus
Feline Herpesvirus

For all other Visiting Pets, you should seek Vaccination advice from your Vet and present the recommended Vaccination certificates upon check in. Puppies under 12 months are not able to visit Maroba due to a specific virus they carry which has been proven to be deadly to older people in care.

Stay safe and if you haven't had a Flu shot give it serious consideration as it is proven to be very effective!

Yours sincerely,



Viv Allanson - CEO

