

7 June 2022

Greeting Residents, Family and Friends

Great news ... all residents have had a Rapid Antigen Test today and all are negative. While this is fantastic some do have signs of a cold, so we are doing some further testing and keeping a very close eye on anyone with such symptoms.



Just a quick reminder to all friends and families to always complete an excursion form when planning an outing. This is important as whoever is the excursion “leader”, they are taking responsibility for any risks and the residents’ safety while away from Maroba. Secondly if the completed form is provided at least 2 business days before the outing we can ensure the Registered Nurse is aware and can take the necessary steps to have the resident ready and with any medications if required.

Please be aware that sometimes we are not able to meet a planned timeline due to unforeseen events within each care area so please be patient and forgive us if you have been let down in such a circumstance.

We do have several new residents who have joined the Maroba Community and we do understand that it can take some time for residents, new families, and friends to become familiar with all the Health orders and visiting protocols. Please don’t be offended if one of our team needs to redirect you away from communal areas as we are not yet able to enjoy open visiting. All visiting is in the resident’s room whilst maintaining mask wearing, thus no eating or drinking during your visit.

Whilst this is an unfortunate and tedious restriction, it does serve an important purpose. Flu, Covid and other respiratory viruses are spreading like fire within our region so every protective measure is a good one and will enable us to keep visiting going as it currently is. Believe me I don’t want to be the one to have to put the brakes on visiting again as I know how that will impact our residents and all of our families. “Not happy Jan”!

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 due to the confined nature of the bus interior.
- 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 3<sup>rd</sup> 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 for these visits.
- 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](mailto:enquiries@maroba.com.au)

Stay safe and if you haven't had a Flu shot and 3<sup>rd</sup> Covid Vaccine give it serious consideration as it is proven to be very effective!

Yours sincerely,



Viv Allanson - CEO