

26th July 2022

Greetings, Family and Friends

Today 2 more residents in The Hill tested positive on a PCR test. Antiviral treatments have been offered or have already commenced in conjunction with each resident's doctor. There are a total of 5 residents on The Hill experiencing Covid and all are in room isolation. Other residents do have the choice as to staying in their room or moving about within their suburb as they wish.

Unfortunately, this means we are not able to accept general visiting to The Hill at this time, however we would like to offer **1 person per weekday**, a visit by appointment to check in on your loved one as from tomorrow. Anyone going into the Hill must understand and be willing to undertake the risk of being exposed to Covid and will be required to wear full PPE for the duration of your visit. If you do want to visit a Covid positive resident I recommend only 15 min exposure to minimise your risk of contracting the virus. If you wish to visit a Non Covid resident in the Hill, I recommend limiting your visit to 30-40 mins, again to minimise your risk as it is not known if a resident is in the incubation stage of the virus or not. Please ring reception to make your appointment on 49350300.

The family Liaison team will continue to contact the nominated family member of those residents experiencing Covid.

Family members who would normally provide care for their loved one or those supporting a palliating resident will still be able to continue their caring and support roles throughout the facility.

The good news is, there are no new positive cases in Honeysuckle therefore Isolation for all residents in Honeysuckle has been completed providing the opportunity for greater freedom of movement outside the suburb one again.

Staff continue to provide care utilising the appropriate PPE and all are continuing with RATs prior to commencement of every shift. The residents' families are contacted daily for updates on their condition and progress.

Staff will continue to monitor the slightest change in residents' conditions and are making the decision not delay testing consenting residents. We will continue with the testing regime and monitor the outcome of the results.

#### **For the Manor (excluding The Hill) and the Lodge we have the following requirements:**

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 visit with a child 2 years and under within the resident's room between 10am and 4:30pm on weekdays. No appointment necessary. There are no weekend visits at this time however we will assess again at the beginning of next week. The entry screening requirements are evidence of a Negative RAT and check in using Coolguard in the Manor reception. If you have recently had Covid please bring your medical evidence for RAT exemption. If you are showing any signs or symptoms, please do not visit Maroba until you are well.

3) 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 Coolguard in the Manor reception. Appointments required for all outside visits. Ph. 49350300

4) The requirement for evidence of a Negative RAT continues 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. If you have a negative RAT test but still don't feel 100%, please delay your visit or outing

5) 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 (except Honeysuckle residents) 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.

6) 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.

If you have concerns with our approach you are invited to call us to discuss or if you prefer you can contact:

- 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

Remember this current wave is just ramping up, so please stay vigilant with your hand hygiene, social distancing and please avoid coming to Maroba if you have any symptoms.

We appreciate your support and assistance in keeping the Maroba Community safe and well. If you require additional information, please call reception 49350300 during office hours or email [enquiries@maroba.com.au](mailto:enquiries@maroba.com.au).

Stay safe and well.

Yours sincerely,



Viv Allanson  
CEO



