

3<sup>rd</sup> August 2022

Greetings, Family and Friends

I am thrilled to let our Maroba Community know that all residents within the facility have been cleared from isolation. Whilst some are experiencing ongoing tiredness, all are excited to be well along the road to recovery and to be back amongst their peers and family once again.

I want to thank those families who were able to visit the Covid affected areas during this difficult time as well as those who having weighed up their personal risks and were not able to visit. Both are important as many of our residents, as much as they want to see you, do worry about your wellbeing and safety due to the community impacts the Pandemic has had on our community over past years.

Let's give a big shout out to The Hill team who have done a remarkable job in limiting the spread of the Virus during this current outbreak. Today I was very happy to enter the suburb and catch up with all those residents who weren't at the Bingo. The mood was upbeat and once again the resilience of our older citizens and staff was on display. They truly inspiring me each day!

Be assured we are continuing with twice weekly RAT testing on all consenting residents and additional testing for any resident exhibiting symptoms or sudden deterioration. Staff also continue with RAT testing before the commencement of every shift, which is identifying new cases before entering the building. At present we have 6 positive staff members as 13 have already recovered since 1/07/22. We are pleased with our rostering capabilities to date, as the team are doing a mighty job to fill any vacant shifts that arise.

Last Friday we offered 2 family sessions to meet with the Executive Team, (though we had one of our number on the bench) which was recorded and post on our website and Facebook page. If you have an hour to spare you will catch up with a live report on the state of the Maroba Community. I was very pleased to welcome families in person to our newly renovated auditorium in the Lodge, so thank you for making the time to meet with us. If you missed it <https://www.maroba.com.au/partners-in-care-role-and-volunteering-opportunities-maroba/>

Family members who would normally provide care for their loved one or those supporting a palliating resident continue their caring and support roles throughout the facility and we welcome their efforts.

#### **For the Manor 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 once we are seeing the local Covid cases significantly decrease.
- 3) 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.

4) Outside visiting for up to 2 Vaccinated adults and 3 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

5) 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

6) 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.

7) 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

