

25th August 2022

Greetings, Family and Friends – Important News

It is official that both Jacaranda and Bluegum are now in outbreak with at least 9 new cases being identified overnight and through PCR testing. **The Manor is also now considered at risk** given that some positive residents had participated in joint activities. All manor residents will undergo PCR testing today and restrictions on movement and joint suburb activities have been put in place.

We have been advised by the Public health Unit that this Covid Variant is not always showing up on RAT, however it is an important step in identifying some cases, even if not all are being picked up.

All visiting will be by appointment to ensure we have a record of who visits each resident and that it is kept to one person. Please decide within your family who that visitor will be. **General visiting remains weekdays only.**

All Covid positive residents are now in room isolation and have been commenced on or offered Antiviral treatment. As of today when you visit the Lodge you will see all staff in that area working in full Tier 3 PPE as an extra precautionary measure. **Now that we are in a full outbreak it is necessary to place more significant restriction on movement of all Lodge residents and visitors.**

- Bluegum and Jacaranda Residents will not be able to attend any external excursions. If there is an urgent medical appointment required, please discuss with Linda Winn via reception.
- Visiting will continue **in the resident's room** however **visitors are required to wear PPE** including a gown, N95 mask (available at the entry to the lodge) and your own protective eyewear/or your usual glasses. Attend hand hygiene frequently and social distancing must be maintained.
- **Visitor Numbers will be restricted to 1 visitor in any one day and by appointment through reception until further notice. Visits are to be kept to 30 min at this time other than Partners in Care and palliative support. There is to be no gathering or moving around the facility at all during any category of visit. Do NOT remove your mask.**
- Movement across the facility to mingle with residents from other areas is not appropriate as it places other residents at risk. The fire doors at the entrance of each suburb are closed to inhibit free movement and as a reminder of the restrictions.
- All Bluegum and Jacaranda residents who have not yet been confirmed with Covid can move about their suburb and outdoors remembering to ask for assistance if needed. However, it is advised by the Public Health Unit that residents stay in their rooms as much as possible and avoid close contact with other residents at this time. Remember don't meet up with residents from any other areas/ suburbs while outside.
- Activity and exercise programs will continue in the confines of the suburb on a small scale to ensure social distancing.
- The 13 residents with Covid can get some exercise and sunshine outside if they feel up to it, with staff assistance to ensure isolation from other residents is maintained.
- **Covid positive residents may have limited visitation, however families must assess their personal risk and be prepared to wear full Tier 3 PPE for a max of 30 min visits. This includes gown, N95 mask, gloves, your own personal eyewear, and a face shield (provided at the entrance to the lodge)**

- The family Liaison Team continues to follow up daily with a designated family member for an update. However, if there is a deterioration in the residents condition the Reg Nurse will contact family directly as a change occurs.

For the Manor, 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. There is to be no gathering or moving around the facility at all during any category of visit. This includes Partners in care and palliative support visits.**

2) **One adult** may visit between the hours of 10am and 4:30pm on weekdays. Appointments necessary until further notice. **There are no weekend visits currently** (unless by prior arrangement).

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 and access a PCR test as soon as possible.

4) Outside visiting is on hold during this current outbreak as movement is restricted around the facility.

5) **Residents will not be able to attend any external excursions**, during this current outbreak. If there is an urgent medical appointment required, please discuss with Linda Winn via reception. Likewise, if you have a particular matter you wish to discuss please make contact via reception.

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. **Please note it is critical that you advise us immediately if you are diagnosed with Covid or receive an alert that you checked in at Maroba at the same time as a Covid positive case, as this allows us to efficiently do inhouse contact tracing to identify any risks to the organisation.**

8) If you have been overseas and would like to visit, I **recommend** (Not a Health order) you wait a few days to ensure you haven't inadvertently been infected in transit, then ensure you undertake the testing requirements etc expected of all other visitors.

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 3 positive staff members with more reporting feeling unwell today and have been advised to attend a PCR testing facility. I can report that our rostering capabilities are being challenged, so you will see more staff working double shifts and agency staff amongst us. regardless the team are doing a mighty job to fill any vacant shifts that arise and are endeavouring to book over establishment ahead of time during this outbreak.

Family members who are nominated Partners in 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. The PPE arrangements do apply to all categories of visitors as laid out for each area and for Covid positive residents.

I know you will all be wondering about **Father's Day**, as we are, now that we are back in outbreak mode. I am pleased to report that, we will be working towards ensuring that our Gentlemen can have some sort of visit on their special day. How that will look will depend on the escalation or de-escalation of the current outbreak. Stay tuned for news closer to the event.

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

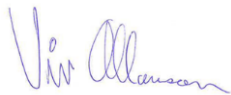
- Older Persons Advocacy Network (OPAN) on 1800 700 600
- The Aged Care Quality and Safety Commission on 1800 951 822
- Senior Rights Service 1800 424 079

Although this current wave is clearly diminishing locally and nationally, we can see how quickly things can change for a residential care environment no matter how many measures are in place. Please understand that the virus mutates and changes its behaviour from one variant to the next which is why I do ask you to remain vigilant with your hand hygiene, social distancing and please avoid coming to Maroba if you have any symptoms.

We appreciate your support and co-operation in keeping the Maroba Community as safe as possible during this outbreak. If you require additional information, please call reception 49350300 during office hours or email enquiries@maroba.com.au.

Enjoy the start of some warmer weather and stay alert and vigilant!

Yours sincerely,



Viv Allanson - CEO

