

26th August 2022

Greetings, Family and Friends – Important Update

I know everyone is eagerly awaiting the Covid results so I can confirm at the time of writing we have **2 new additional Covid Positive residents in Bluegum in The Lodge and 1 in Honeysuckle in the Manor.** All can isolate safely in their rooms and have been offered Antiviral Treatment. **We are still waiting on 6 more residents' results for the manor. The designated primary contact will be notified if any return a positive result so no need to ring and enquire.** All Non Covid residents in Jacaranda have been retested with PCR today and Bluegum residents will be retested tomorrow. As per the Public Health Unit advice for retesting every 3 days in the Lodge.

The Manor is still considered at risk given that we now have a positive case and still do not have all the results and some positive residents had participated in joint activities with residents who have tested positive. All manor residents now face restrictions on movement and cessation of joint suburb activities. Even though the entry and exit doors are closed to each suburb residents can still have a walk to the communal areas and get a coffee, they just can't join group activities with residents from other areas. This may change as we manage the escalation or de-escalation over the coming week.

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 by this method.

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 you family who that visitor will be. **General visiting remains weekdays only.**

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 are continuing on a 1:1 basis in the confines of the suburb or in the residents room.
- 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 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.
- 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 Registered Nurse will contact family directly as a change occurs. **Please avoid phoning the Registered Nurse for general enquiries as they are very focused on delivering direct care and support.** If you have specific questions the family liaison team will be very pleased to take them on notice and get back to you. We do appreciate your patience and understanding.

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 at this stage,** (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. However if a person visiting a Non Covid resident in the Manor, may wish to take the resident for some fresh air for the duration of that visit, please check with staff that it's Ok on that occasion.

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 - office hours only.

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. **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.**

7) 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 in the Manor 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 and others unwell with general cold and flu symptoms. 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. We have remained in contact with the authorities to access the Surge workforce if indeed they have any availability.

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 patience 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.

As the warmer weather hasn't arrived, I hope you find a delightful place this weekend to wear your winter woollies for a bit longer. In the meantime, stay alert, protect yourself and those around you as it is very clear the Pandemic still has a long way to go!

Yours sincerely,

A handwritten signature in purple ink that reads "Viv Allanson".

Viv Allanson - CEO

