

5th September 2022

Greetings, Family and Friends

Some more good news for the residents in the Lodge: 1 resident came out of Isolation today while 9 more come out tomorrow and 10 more on Wednesday, if they no longer have symptoms. **I can now report that we have 1 new positive resident in Jacaranda and 1 in The Hill total of 25 residents with Covid in the Lodge and 2 in the Manor.** We are continuing a cycle of PCR testing for the Lodge and Manor every 3 days. Results are pending for Nobbys, The Hill and Bluegum. The designated primary contact will be notified of a positive result as soon as we become aware, so no need to ring and enquire.

All unnecessary movement around the lodge is discouraged as it is advisable that non -Covid residents remain in their rooms as much as possible. Exercise remains very important however it must be accomplished safely and preferably outside in fresh air wherever possible. Opening bedroom windows will be beneficial.

I am pleased that all residents with Covid are stable, and all are taking Antiviral treatment.

Last week we hosted 2 Clinical First Responders provided by the Commonwealth Department of Health to support our Infection Prevention measures. Whilst they were very impressed with our processes and staff attitudes, they were able to make some recommendations for consideration, which is why you will note some changes to visiting protocols.

The very strong message for us as a community generally is the reminder that Covid is an airborne disease and therefore we must do everything possible to protect ourselves and our residents from airborne transmission.

**Visiting arrangements are different** for the Lodge and Manor so please familiarise yourself with these new requirements. Please assess your own risk when deciding to visit Maroba as Covid is putting everyone at risk and we can never assume we are Covid free.

**The Manor is considered at risk** given that we have 2 positive residents. All Manor residents will continue to face some restrictions on movement and cessation of joint suburb activities. The entry and exit doors are now open to each suburb except Nobbys and The Hill so residents can continue to enjoy a walk to the communal areas and get a coffee, they just can't join group activities with residents from other areas. All visiting will be by appointment to ensure we have a record of who visits each resident and that it is kept to 2 people **except for Nobbys and The Hill where 1 only can attend until we get all PCR tests back** and are satisfied that there is very limited risk of escalation. Please decide within your family who those visitors will be. Visiting remains weekdays only and is restricted as outlined.

### Manor Visiting Arrangements:

1) Visitors will be required to wear a Surgical Mask, always covering the mouth and Nose. Eye protection is highly essential, and **both your mask and eye protection must be applied before you even enter the front doors.** 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) Two adults may visit Waratah and Honeysuckle 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.) One Visitor only for Nobbys and The Hill.

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 Manor)

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) **RAT testing will be outside the building from now on** to further reduce the risk of Covid positive visitors entering the building. Therefore, come prepared for all weather conditions or better still pre-test before attending Maroba. Bring a photo of your test taken on the day of your visit, showing the date and time. Never carry it loose in your pocket or handbag as it is contaminated. If you don't have a smart phone, then seal your RAT test in a clip lock bag.

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

6) Residents in Nobbys and The Hill 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.

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 residents and 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.

### **Lodge Visiting Arrangements:**

- Bluegum and Jacaranda Residents **once out of Isolation** will be able to attend external excursions, including medical appointments. Complete the online excursion forms.
- 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. Attend hand hygiene frequently and social distancing must be maintained.
- Visitor Numbers will be restricted to 1 visitor on 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 or eye protection.
- Movement across the facility to mingle with residents from other areas is still 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 may 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 planned on a 1:1 basis in the confines of the suburb or in the resident's room.
- The 25 residents with Covid can get some exercise and or 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.

**RAT testing will be outside the building** as outlined for the Manor on Page 2.

- The Family Liaison Team are contacting families directly to give a daily update for Covid positive residents, however those that are recovered but not yet out of isolation are not requiring a call unless their condition deteriorates. 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 a team member to get back to you. We do appreciate your patience and understanding.

At present we have 8 positive staff members and others unwell with general cold and flu symptoms. We have remained in contact with the authorities to access the Surge workforce, regular staffing Agencies, which have made a difference at this time. You may even see Australian Defence Force personnel in the coming week as the Commonwealth Government has offered additional support.

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.

If you have concerns with our approach, please call us to discuss or if you prefer 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

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](mailto:enquiries@maroba.com.au).

We will keep you posted when more news comes to hand!

Yours sincerely,



Viv Allanson - CEO