

16th September 2022

Greetings, Family and Friends,

Whilst it has been a time of recovery and recuperation for many of our residents, I am very sad to report that 2 of our residents did pass away peacefully in these past few days. It was certainly a privilege to have known and cared for both ladies during their time with us.

There is great excitement today as the 3 residents residing in Nobbys and the Hill complete their isolation period. However, the PHU have indicated that once all residents in The Hill have been PCR tested on Saturday and if all results are negative, only then will the outbreak be declared over. Therefore, from Monday the 19th if those results are negative, residents from The Hill will be able to join in communal activities once again. Our Family Liaison Team has now stepped back into their usual roles and I take this opportunity to thank them for their dedication even on their days off, in keeping our families well informed and supported.

I can report that we have one new staff case reported today and due to full compliance with PPE and other protocols we rate the risk to others as very low. All other staff have recovered and are back on duty.

Our experience with the onsite ADF team was exceptional. Residents and staff made them feel very welcome as they started their deployment on Saturday 10/09 and were quickly put to work which delighted the very able-bodied team of General duties Navy and Army personnel with 1 ADF Enrolled Nurse. What a lift it was for everyone with many residents asking for a walk or chat with our visitors. Unfortunately, we did not have clearance to post anything on face book but believe me there were some very special moments indeed. We farewelled them and celebrated the end of the Lodge outbreak with a Barbeque on Wednesday. To our surprise the ADF lead returned yesterday with a lovely card and box of chocolates to thank us for a wonderful experience in Aged Care. It gives us all much hope knowing these young men are defending our freedoms and way of life!

We are continuing a cycle of RAT testing for residents in the Lodge and Manor every Saturday and Tuesday until it is deemed community transmission has significantly decreased. The designated primary contact will be notified by a Reg Nurse of a positive result as soon as we become aware, so no need to ring.

Visiting arrangements are different **from Monday 19th Sept** for Maroba 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 as we can never assume we are Covid free.

- Visiting will be from 10 am to 4 pm weekdays and weekends from Monday 19th.
- No Appointment necessary during these times and a resident may receive more than 1 visit a day.

- RAT testing continues before entry to the facility and Photo evidence of negative result is essential proof.
- Wear a surgical mask throughout each visit – No eating or drinking inside the facility. Protective eye wear is highly recommended.
- Only 2 people may visit in a resident's room, however if more than 2, outside visiting is the only option.
- 1 child (of any age) may attend an in room visit with 1 adult. Keep in mind the children's playground is open for when you are visiting outdoors. All children must remain under your supervision and care throughout your visit and if using the playground.
- 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 as advised and in conjunction with the above visiting requirements.
- Please complete excursion forms on line for all medical appointments and outings 48 hrs before the event, as restrictions are lifted.

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.

Please review your loved ones vaccination status and sign the necessary Covid vaccination consent form as we still have a long way to go to get everyone their 4th Vaccine. I am very confident that the combination of Vaccinations and Anti-viral treatments have been a game changer for Maroba residents in reducing the severity of the disease. However, with 80% of residents with 4 vaccines we still have a gap to close. Please make it a priority to act on this opportunity.

On behalf of the Maroba Team I welcome you back to less restricted visiting arrangements - see you soon!

Yours sincerely,



Viv Allanson - CEO

