

23rd September 2022

Greetings, Family and Friends,

I am pleased to report there are no new resident or Staff Covid cases this week and that NSW Health is reporting a downward trend in positive cases. This is encouraging however Covid is still circulating in our communities so we must still play our parts even though we are able to de-escalate some of our current protocols.

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.

The follow Visiting arrangements will continue for Maroba so please familiarise yourself with these 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.
- 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. Do Not carry your RAT with you unless in a sealed bag.
- Wear a surgical mask throughout each visit – No eating or drinking inside the facility. Protective eye wear / Face Shield provides an additional protection but is not essential so will no longer be provided.
- Check in using our Coolguard system in reception.
- Only 2 people may visit in a resident's room, however if more than 2, outside visiting is the only option. Do not utilise any inside communal area or the coffee machine.
- 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.
- Co-operate with all directions from staff whilst you are visiting Maroba as it is for everyone's wellbeing and safety
- 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 online for all medical appointments and outings 48 hrs before the event. When out and about be sure to activate Covid Safe Protocols.

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 are all very pleased and excited to offer some relaxation to visiting as I'm sure everyone will enjoy weekend and weekday visiting again without having to make appointments. I do appreciate your patience and co-operation in keeping the Maroba Community as safe as possible during the past 2 years and 9 months of the Pandemic. It has been an incredibly tough time for everyone within the Maroba Community.

If you require additional information, please call reception 49350300 during office hours or email enquiries@maroba.com.au.

Don't Forget to review your loved one's 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 as we are planning another Vaccination Clinic in October.

On behalf of the Maroba Team I look forward
to seeing you soon!

Yours sincerely,



Viv Allanson - CEO

